

# **8 INSIDER SECRETS**

**Every Homeowner Considering  
Investing in a Home Remodel  
Project MUST Know!**



**Important Tips, Secrets and Information  
That Will Save You Time, Money and Hassles**

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*Dear Homeowner,*

**You're about to learn important tips, tricks and information that will save you time, money and hassles when choosing a contractor for your home improvement project.**



I understand that peace of mind comes from knowing that your home is well-cared for and in good repair and that it is more than where you sleep at night; it is the center of your life and one of your largest assets.

Allow me to introduce myself...I'm Tom Callen, owner of Callen Construction Inc., a locally-owned and operated home remodeling company. And with my years of experience, you can't get much more expert "insider" information than from someone with my background.

My experience is actually two-fold. First of course, I'm very grateful to have enjoyed great success as a contractor in a field I love. And second, as someone who has hired various contractors for projects around my own home. So I'm uniquely experienced to provide you with the information contained in this report.

I hate to admit it, but there are contractors out there who give the rest of us a bad name. Surprised? Of course not...you hear contractor horror stories all the time. In fact, contractors aren't too far behind used-car salesmen in terms of trust! I've come to a point where I am sick and tired of watching good people get ripped off or taken advantage of by inexperienced, unethical contractors.

For years we've helped homeowners expertly complete the home remodeling projects of their dreams and yet we still get excited with each new project that comes our way. And over the years, our clients and prospects have told us they wish they had information about how to hire the right contractor before they actually went out looking for one.

So we decided to compile our extensive experience into this informative report to help you choose the right contractor for your home remodeling project. To get the most from its message, print it out, grab a glass of your favorite beverage and find a nice quiet spot where you can spend 20 to 30 minutes undisturbed.



If you follow the guidelines in this report, we're confident you'll find someone you'll be pleased with. Working with a company that you know you can trust is important, especially when it comes to your home. Our strong reputation in the community allows our clients to rest assured

that they will receive professional advice and service that is second to none. We all know that a promise doesn't mean much unless you're willing to back it up, and we are proud of our long history of stability, professionalism, and value.

Whether you choose to do business with us, or another qualified professional, this information will show you how to avoid the frustration that so many people suffer from when they undertake a home remodeling project. We hope you find our suggestions useful; they are born from experience.

**Included is vital information that will empower you when considering the right contractor for your project:**

- What to do **before** hiring a contractor;
- The **secrets** behind the most blatant contractor scams;
- 12 **questions** to ask your contractor (that he might not want you to ask) **BEFORE** you hire him;
- The **secret** to clauses in your contract and the real deal with change orders.

If we can be of any assistance, please don't hesitate to call us at **414-529-5509** or visit our website at [www.CallenConstruction.com](http://www.CallenConstruction.com).

Best Regards,

**Tom**

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## PART 1

### THE MOST COMMON MISCONCEPTIONS ABOUT HOME REMODELING CONTRACTORS

#### BE INFORMED AND BEWARE!



We're including this information first to make you aware of the unscrupulous contractors out there and the scams they pull to try to get over on innocent homeowners like you.

Before you narrow down your list of contractors and begin planning the interview process, please take a moment to read these common misconceptions about home remodeling contractors. This information will arm you with the knowledge you need to rule out some contractors before they even make it to the interview process.

#### **Misconception: If the Better Business Bureau doesn't have any complaints against the contractor, he must be qualified.**

This is a common and often costly misconception. In fact, just because a contractor doesn't have any complaints with the BBB, doesn't mean he is a reputable professional. You need to investigate the company further. Many contractors, though they have no BBB complaints, do not do a satisfactory job (much less, a superior job).



To ensure you're dealing with a reputable professional, use the BBB as a starting place, not the only place. Also keep in mind that the BBB is not a government agency and it does not keep a record on every contractor doing business. There are several very reputable contractors that the BBB has no record of at all. To truly gain perspective on a contractor's credibility, research beyond the BBB.

#### **Misconception: Choosing the contractor who offers the lowest price saves you money.**



Not necessarily! Everyone tends to look for the lowest price. On a low estimate, you must ask yourself what is being left out or what shortcut is being taken. For example, one home remodeling contractor quoted a job \$2,000 cheaper than anyone else. The homeowner wanted to save money and accepted his proposal. After the job was completed, the contractor left a huge mess and the homeowner was upset.

The contractor told them that he had not included the cleanup in his proposal and that was why he could do the job so much cheaper than anyone else could.

The “special” price is probably only enough to cover the work he completes before he skips town with your money or it’s been escalated so much that he doesn’t want you to get bids from other contractors who will blow his cover.

Another scam relating to low-ball pricing is giving the homeowner the price they want to hear, and then charging them extra for materials he implied would be included in the price.

There are many contractors who will give you a low initial bid just to get in the door and then make their money on change orders. This is a classic contractor rip-off, don’t fall for it.

Beware of a price that sounds too low and make sure everything is specifically spelled out in the contract to avoid this rip off.

One of the most common signs of trouble ahead is someone offering to do the work for much less money than others. Like anything else, you can't get something for nothing. Be careful when choosing your contractor based upon the lowest price.

Remember...there are no “deals” when it comes to your home.

#### **INSIDER SECRET #1: Before You Meet with Any Contractor, Develop a Basic Idea of What You Want and Need.**

When considering the scope of your project, create a prioritized list divided into three categories:

- “Category 1” items must be part of the project at all costs, if the project is going to meet your needs.
- “Category 2” items should be included if the final design and/or budget permits.
- “Category 3” items would be extras- but not items necessary to complete the project.

By making this list and sharing it with your contractor, you can give him a crystal clear idea of the scope of your project, so you’ll both be on the same page.



#### **Misconception: If a person claims to have many years of experience, they must do quality work.**

We can't tell you how many people receive bad workmanship from contractors who've claimed to be in business or the trade for twenty years. Take experience claims with a grain of salt. Just because a contractor claims to have twenty years of experience, does not mean you'll get what you want.

He could have done a poor job for twenty years. Investigate further to ensure you're dealing with a qualified professional.

Now let's look at some of the most common scams these shoddy contractors try to pull on unsuspecting homeowners.

#### **Scam: Charging a bundle for shoddy work the homeowner is unable to inspect.**



First, let us tell you about the type of situation that really angers us.

Last year, an elderly woman hired her friend's company to look at her floor that was still sagging after she had paid

another contractor \$2,700 to fix the problem.

It was no wonder it sagged. When he entered the crawl space, he found nothing more than a temporary post nailed under the floor...work that probably took the contractor less than two hours.

He tried to contact the original contractor, but all he got was a disconnected cell phone number, so the woman's money was lost.

#### **INSIDER SECRET # 2: Meet With an Experienced Professional**

Did you know that most people spend more time planning a one-week vacation than they do a home remodel project?

Don't be one of those people!

If you're considering a home remodel project in the near future, sitting down and talking with a professional contractor who can answer all of your questions is the best advice we know.

You need someone who can help you through the "maze" of planning, not to mention all the bureaucratic "red tape" awaiting you at the building department!

## Scam: “I’ll be right back” (This is the most common scam!)

This is the most common contractor scam we hear about: The contractor comes to bid your project. He is helpful, kind and respectful. He tells you everything you want to hear, just the way you want to hear it.

You feel like he really cares and that you have finally found the contractor who will solve all of your problems.

He looks at the work that needs to be done and quotes you a verbal price. The price is ridiculously low, but he says that he’s doing you a favor (he will provide any number of justifications for the favor).



At this point, most people are so thrilled, they don’t catch on to the last thing he says. And it usually goes something like this:

*“I’ll have to go to the store to get all of the materials and I’ll be back tomorrow morning to start the job, I’ll just need \$\$ to get the materials.”*

Most everyone gives him the money without even thinking about it. Guess what? Odds are better than not that they just got ripped off. He never had any intention of coming back. The lesson here is to never - under any circumstances - give an individual money to get something for you.

Even with an established company, you should beware.

## **PART 2**

### **THE MOST IMPORTANT QUESTIONS YOU MUST ASK!**

Okay, so now that you know what to look out for, you're ready to begin to find the right contractor to complete your home remodeling project. Do you know what you're going to ask prospective contractors?

Let us help. Below is a list of "must-ask" questions to ask before making your final decision. If the contractor you are meeting with seems uneasy, hesitant or evasive when answering any of these questions, show him the door!



#### **Are You Licensed?**



**Right answer: YES! (Ask for proof and verify on the website listed below.)**

In most states, anyone who contracts to perform work that is valued at \$500 or more for materials and labor must hold a current, valid license from the Contractors' State License Board in the specialty for which he or she is contracting.

Unlicensed contractors pose a risk to your financial security because they expose you to significant financial harm in the event of injury or property damage.

If you contract with someone who does not have a license, the Contractors Board may not be able to assist you with a resolution to a complaint, and a remedy against an unlicensed contractor may be available only in civil court.

So be sure to guard yourself against unlicensed contractors; just visit <http://contractors-license.org/> and click on the state of your residence. There you can find everything you need to know regarding license status, bonding information and insurance verification.



#### **Do You Carry General Liability Insurance?**



**Right answer: YES! (Ask for proof.)**

Make sure your contractor carries general liability insurance. This type of insurance protects your property in case of damage caused by the contractor and/or his employees. The insurance company will pay for the cost of replacing and/or repairing any damage that occurs. Anyone can

say they are insured, so ask the contractor to have their insurance company fax or email you a certificate of insurance with you named as the certificate holder.



### Do You Carry Workers' Compensation Insurance?

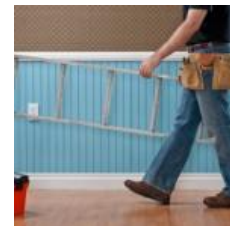


**Right answer: YES! (Ask for proof.)**

Make sure your contractor carries workers' compensation insurance. It protects you from liability if a worker is injured while on your property.

Be aware that if the contractor doesn't carry workers' compensation coverage, you may be liable for any injuries suffered by the contractor or any of his employees on your property.

If the uninsured contractor is hesitant about verifying his subcontractor's workers' compensation insurance and the contractor gets hurt, again you may have to pay the medical bills. In short, it is much safer to deal with a fully-insured contractor.



### Will You Provide Me With A Written Lien Waiver?



**Right answer: YES!**

Your contractor should provide you with a written lien waiver at the end of the job.

This is a legal document which states that you, the homeowner, have paid the contractor in full for the services rendered and the contractor waives his right to place a lien on your property.

If during the course of the work you receive any "Notice to Owner" documents from material suppliers or subcontractors, it would be prudent to ask the contractor for a Final Release of Lien from each one prior to paying his final draw.

This protects you in case the contractor doesn't pay his material suppliers or subcontractors after you have paid him in full.

**INSIDER SECRET # 3: Do you know the WORST thing you can say to a contractor when discussing the price of your project?**

**"I have no budget."**

Your budget is a very important piece of the entire project. Being truthful and upfront with your contractor defines the way they will proceed with the scope of the work.

A realistic budget prevents an over or under scope of the work to be done.



## Are You A Member Of Any Industry-Specific Organizations?



**Right answer: YES! (Get the names and verify their membership.)**

It's always a good idea to consider hiring a contractor who is a member of organizations that are respected in their industry. In most cases, these organizations only attract conscientious contractors interested in bettering the industry and in weeding out unprofessional contractors. In order to become a member, the contractor's background and references are thoroughly investigated.



## Will You Pull All The Required Building Permits?



**Right answer: YES!**



Make sure your contractor pulls all required permits. This is very important. When a contractor pulls the required building permits, you know things will be done to "code". Also, many homeowners' insurance policies require pulling a permit on any major home remodeling work to keep your home properly covered.

Not all contractors will do this. Many prefer not to pull permits because of the time involved and the "hassle" with the inspectors. Some contractors may ask you to get the permits. This could be a warning sign that they are not able to pull the permit because they are unlicensed, or the work is outside of their license. A reputable contractor will permit every job where required.



## Do You Guarantee Your Work?



**Right answer: YES! (Ask him to elaborate and describe his guarantees in detail.)**

Your contractor should guarantee his work for at least one year from date of completion. Some contractors guarantee their work for two, or even three years.



## Who Will Be In Charge Of The Job?



**Right answer: I will! (If not, verify the existence of an experienced foreman.)**

Make sure the contractor or his foreman is on the job whenever work is being performed - especially if subcontractors will be used. The



responsible party must be intimately familiar with every aspect of your project.

If you won't be home during the construction and must leave the house unlocked, or leave a key with the contractor, you must feel comfortable. You can't be worried about what is going on when you are not there.



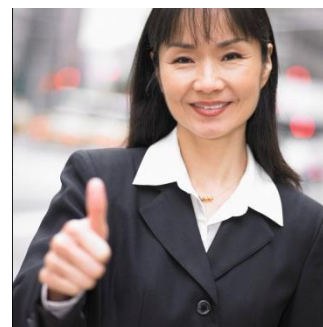
#### Will You Provide Me With Written References?



**Right answer: Yes! (Get a list and contact them for referrals. Ask them if they would hire them again.)**

A good contractor will be happy to provide you with references. You should look for a well-established contractor who can give you several client references from the last 6 months to one year.

One of the best ways to select a licensed contractor is to seek out personal recommendations from friends or relatives who recently had similar projects completed and were satisfied with the job. Ask the contractor for local references, and call them to see if they were satisfied with his work.



If possible, go out and look at finished projects or some jobs in progress to see how the contractor works and to speak with the homeowner about work habits, inconveniences, and the sensitivity of the contractor to the living needs of the homeowner.



#### What Percentage Of Your Business Is Repeat Or Referral Business?



**Right answer: This will vary, but the higher the percentage...the better for you!**

When a significant source of a contractor's business is derived from repeat and referral business, it usually indicates that his clients are pleased with the work they've received. The higher the percentage, the higher your comfort level!



#### How Many Projects Like Mine Have You Completed In The Last Year?



**Right answer: A lot! I am considered an expert in my field. (Ask for addresses of local jobs he's completed and pay a visit to see the jobsite.)**

Your contractor should have experience in the type of home remodeling project you want done - not just "contracting experience".



## How Do You Handle "Dirty Work?"

**Right answer: My workers are instructed to clean up every day when they are finished. If they ever leave an area of your home dirty, please call me immediately!**



Make sure the contractor will make an honest effort to keep the dust contained, or notify you when the heavy dust-generating operations will take. Make sure the contractor agrees to sweep up and place all debris in a predetermined place or refuse container at the end of every day. You may want to include a cleanup clause in your contract that reads:

*"At the end of each workday, the work site shall be cleaned as follows: Dirt, dust, scraps and debris shall be removed from the area to a practical extent, particularly with regard to the living spaces adjacent to the place of actual remodeling work. Tools shall be stored safely in an area to be approved by the owner. All materials shall be neatly stored out of harm's way to the degree feasible. In the event that such cleanup is not done, owner shall reserve the right to deduct \$XX per day for each incident, after once alerting the contractor to an initial such omission."*

## **PART 3**

### **WILL YOUR PROJECT RUN SMOOTHLY?**

#### **SOME IMPORTANT THINGS TO CONSIDER BEFORE YOU SIGN THE CONTRACT**



Okay, so you have your list of contractors and questions to ask them. As you start the interviewing process, keep these points in mind as you meet with each of them.

Be sure to ask more questions if there is any part of the interview that makes you uncomfortable. Trust your instincts. If you feel uneasy during the interview process, you're likely to feel very uneasy letting him into your home to do the work.

#### **Does he possess good communication skills?**

If you can communicate freely with each other, you can work out any details that come up. Take a moment to consider the following:

- ✓ Will he give you his cell phone number?
- ✓ Do you have to call his office?
- ✓ If so, is the phone answered live or by voice mail?
- ✓ When you leave a message, does he return your call?
- ✓ Does he really listen to you when you're discussing your project?

#### **What is your comfort level when you think about him being in your home?**

If you feel comfortable with your contractor, the chances are good your project will run smoothly. Think about it...you've just invited a stranger into your home. Do you consider this person to be nice...considerate...personable? Was he polite and courteous?

#### **Does he have a reputation for being trustworthy?**

If you feel your contractor is trustworthy, the likelihood of a successful project is good. Check his references. Keep in mind that if your project will entail entrance into your home and you may not be home during the day, the keys to your castle will be given to your contractor. Can you trust him? Let your conscience be your guide.

### Is he quoting you an estimated completion date or avoiding the topic?

Will your contractor give you a reasonable estimate for how long the project will take to complete?



Remember, you want to hire a good contractor, not get a new roommate!

Nothing is more frustrating and irritating than a home remodeling job that drags on indefinitely.

### Did he offer to provide you with a written contract?

I can't tell you how many contractors I've seen look at rather complex jobs, pick a price out of thin air, scribble just the total amount on the back of their business card, and give the card to the homeowner.

If the contractor you're considering does this...show him the door! You want a detailed written proposal that shows what is included: exact materials, brand names, costs, and the payment schedule.

### Did he go over the smallest details with you?

Work out the little details before work begins. Talk about things like:

- ✓ Where will the debris be piled and ultimately disposed of?
- ✓ What time will work begin in the morning?
- ✓ What time will work end in the evening?
- ✓ Will work take place on weekends?
- ✓ Will workmen refrain from smoking inside and around the house?

### INSIDER SECRET # 4: All Warranties Should Be Valid For A Minimum Of One Year.

If you ask a home improvement contractor if he provides a warranty on his work and he responds, "Yes, all of my jobs come with a customer satisfaction guarantee," don't be so eager to sign on the dotted line!

Could his "guarantee" be any vaguer? Many homeowners hear the words "warranty" or "guarantee" and assume they mean what they want them to mean (i.e., that they cover the materials, any future repairs, their overall satisfaction with the job, etc.).

This just isn't the case. Be sure your contractor provides you with clear, concise warranty information, spelled out in writing!

### Does he appear to be flexible in his approach to your project?

Any type of construction is an interruption to your normal lifestyle. If your project involves the kitchen for instance, plan on eating a few extra meals out with the kids (or better yet, send the kids to "Mom" and go out alone).

### Does his appearance put you at ease or make the hairs on the back of your neck stand up?



If your contractor has a neat appearance, this is a very good sign of things to come. This may sound silly, but it's not. He doesn't have to show up in a coat and tie, but neatness does count. Is he clean?

Is his truck presentable, or falling apart? Is his truck permanently lettered and does it contain his license number? If his appearance is neat, chances are good he will keep your job and your home neat.

### Did he ask for an exorbitant down payment?

If the contractor asks for a big chunk of money up front, this could be a tip-off that they are not in good financial shape and you could be in for a rocky experience. If the payment schedule contained in the contract provides for a down payment, it cannot exceed \$1,000 or 10 percent of the contract price (excluding finance charges), whichever is less.

As the work progresses, you should expect to pay out additional funds to match the prescribed, completed stages.

### How does he handle change orders?

With any home remodeling work, there is always the chance that you may want or need to change a material or contract item. Ask how these are handled. They should be written on a separate document, showing in detail, what is being changed and how much it will cost. This should be done before the change is affected and signed by both the contractor and homeowner.

#### **INSIDER SECRET # 5: Always Include a Cancellation Clause in Your Contract That Reads:**

*"Owner reserves the right to cancel this contract within three days of signing."*

Even though the law technically covers you without such a written statement, it's better to be safe than sorry.

Should you decide to cancel or terminate your contract, cover your bases - in writing - and have proof that your roofing contractor received the cancellation or termination notice by sending it via certified letter.

### PART 4

#### THE CONTRACT: WHAT YOU NEED TO INCLUDE!



If you've taken the time to find a quality, trustworthy contractor who you feel completely comfortable with, then it's time to draw up a complete and clear contract that spells everything out to the letter.

Following is a checklist to follow when reviewing the contract. For your own protection, make sure that the items on this list are included. You'll be glad you took the time to do it.

#### Your Contract Checklist:

- The contractor's name, address, license number and the name of any salesperson that solicited or negotiated the contract.
- The approximate dates (not number of working days) when the work will begin and be substantially completed. Never assume that a certain home remodeling project will take a certain length of time. Ask how long and get it in writing in your contract.
- A description of the work to be done, a description of the materials and equipment to be used or installed, and the price for the work...anything your contractor has verbally promised, pledged, guaranteed, warranted, asserted, denoted, agreed to, or vowed.
- A copy of all detailed specifications, drawings, or blueprints (if applicable).
- A detailed list of all materials to be used including quantity, brand name, and model number (if provided by contractor).
- A schedule of payments showing the amount of each payment in dollars and cents.

**Insider Secret #6: Once You Notify Your Contractor That You've Chosen Him To Do Your Repair Or Installation, Arrange For A Meeting In Your Home To Go Over The Details.**

Most people don't know this, but by insisting that you meet in your home, you earn the legal protection of being able to cancel your forthcoming contract within three days.

If you conduct this meeting over the phone and sign a contract via fax or mail, you forego your cancellation rights.

- A Notice to Owner regarding your state's lien laws, and the rights and responsibilities of the owner of the property.
- Checklist for Homeowners and information about commercial general liability insurance.
- A description of what constitutes substantial completion of work. Basically, substantial completion means that a job is finished (i.e., it's usable for the purposes for which it was intended), but still has a few fine points to be completed.
- A notice that the failure of the contractor, without lawful excuse, to substantially commence work within 20 days from the approximate date specified in the contract when work is to begin, is a violation of the Contractors' License Law.

**INSIDER SECRET #7: Protect yourself by adding a change order to your contract instead of making the request verbally.**

When signing change orders, make sure the following are included:

- The date of the change order;
- The job or remodeling you are referring to;
- A detailed description of what's being added or deleted from the job, and the exact materials and services it requires;
- The additional charges or reductions in the price of the contract;
- The adjusted job completion date;
- You and your contractor's signatures.

## **PART 5**

### **PAYMENTS...THE BOTTOM LINE**

#### **NEVER GIVE A DOWN PAYMENT UNTIL YOU'VE SIGNED A CONTRACT**



You should never be asked to make payment in full before a job has started, or to make your final payment until the job has been completed and you're thoroughly satisfied with the results.

In fact, try to reserve as much of the payment as possible (at minimum 15 percent) in "retention" until the work is fully completed.

You want your last payment to be large enough to keep your contractor coming back and finishing the job in a satisfactory manner.

This being said, depending on the length of your remodeling, it may be beneficial to create a payment schedule.

Negotiate the terms with your contractor and then include the exact payment dates and amounts in your contract.

Make sure the payment schedule is based on the contractor's performance.

Never let your payments get ahead of the contractor's work, and make sure the contract provides for a retention" — a percentage of each payment or of the total job (ordinarily 10 percent) -- which you retain until the job is completed.

So there you have it...all the information you need to go forth and hire the right contractor for your home remodeling project. As you proceed, keep these 10 Top Tips in mind to make sure your contractor measures up:

#### **INSIDER SECRET # 8: Choose Arbitration Over Going To Court For A Simpler Dispute Resolution.**

If a contractor has left the job without finishing it or something breaks a few days later, first give him the benefit of the doubt and try to arrange a time for him to correct his mistake.

If he continues to ignore you or refuses to finish or repair his work, take action.

This is usually a much faster, easier, and less expensive way of resolving disputes rather than taking the service provider to court.

**10 tips**  
MAKE SURE YOUR CONTRACTOR MEASURES UP

- 1 Hire only state-licensed contractors.
- 2 Check a contractor's license number online at [www.commerce.state.wi.us/SB/SB-CredentialStatusCheck.html](http://www.commerce.state.wi.us/SB/SB-CredentialStatusCheck.html)
- 3 Get at least three bids.
- 4 Get three references from each bidder and review past work in person.
- 5 Make sure all project expectations are in writing and only sign the contract if you completely understand the terms.
- 6 Confirm that the contractor has workers' compensation insurance for employees.
- 7 Never pay more than 10% down or \$1,000, whichever is less.
- 8 Don't let payments get ahead of the work.
- 9 Keep a job file of all papers relating to your project, including all payments.
- 10 Don't make the final payment until you're satisfied with the job.

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If you do these few things, your home remodeling project will run smoothly.

**Our years of experience guarantee it!**



#### ABOUT THE AUTHOR

**Tom Callen**  
**President**  
**Callen Construction, Inc.**

Tom Callen is owner of Callen Construction Inc., a family-owned and operated home improvement company that has serviced thousands of southeastern Wisconsin homeowners since 1986. Callen's Exterior Group offers the finest in roofing, replacement windows, entry and patio doors, siding, skylights, and porch remodeling. The Callen Design Group specializes in the design and installation of kitchens, bathrooms, attic remodels, basement remodels, interior living spaces, and additions.

Callen Construction, Inc. is an award-winning firm headed by Tom and Phil Callen and is proud of the many long-term relationships that have been fostered with their customers. Their goal is to ensure the continuity of good relations over the life of their customers' homes. It is their personal pledge that when you select Callen for your remodeling investment, you will receive a quality project that you will enjoy for many, many years. They believe in the philosophy 'Quality Craftsmanship Works.'

Tom realizes that a company is only as good as its people. He feels that his team is his most valuable asset and that they are the best-trained, the most-knowledgeable and the most-dedicated in their field, whose only goal is to make sure that you have the best home improvement experience possible.

Callen Construction, Inc. is a member of the National Kitchen & Bath Association, National Association of the Remodeling Industry, BBB, and Metropolitan Builders Association. Here is what just a couple of their thousands of satisfied clients had to say:

*"Our designer came up with an idea for our space that really fit our needs and wants. Our new bath feels like a luxury spa. We are very pleased with the workmanship and our designer was great to work with. He addressed all of our needs and concerns. Your crew of workmen was also very great to work with."*

John & - Barbara S.

*"When we decided to do this project we interviewed two firms. We chose the Callen Construction, Inc. because of your designer. She is a professional, creative and was willing to go the "extra mile". She even went with us to the tile company to help us with the tile selection. You have a great team of people working for you!"*

J. Michael & Ginny M.

You can reach Tom or a member of his professional team at **414-529-5509** or via their website at [www.CallenConstruction.com](http://www.CallenConstruction.com).

