



Shavings

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2014 Fall Update

by Craig Lord

The year 2014 has been a very exciting year at the company. We started off the year in March by receiving a Guildmaster award from Guild Quality, the company that measures our client's satisfaction. The Guildmaster award puts us in an elite group of companies on a national basis. We take these results very seriously and we are proud of our work so far. I appreciate the continued feedback we receive, as we are constantly improving. Congratulations to all the employees for a job well done.



Another milestone for the company was the receipt of our seventh national Chrysalis Award for Remodeling Excellence. We entered the Cranmer Master Bedroom Suite remodel in which we completely remodeled an existing space into a stunning new layout that was better suited to the client's needs. We submitted before and after photos and a written description of the work accomplished. The Cranmer's now have a new Master Bedroom complete with a Reading Room which has a built-in nook, a new Master Bath, custom closets and bookcases. Our award was for best Residential Interior over \$100,000.00 in our region. This marks our seventh award with our last one

coming in 2006. National awards are not easy to win and our total number of awards ranks us among the top remodeling companies. To view before and after pictures of the completed project, please visit: www.chrysalisawards.com, click on 2014 Chrysalis Award Winners at the bottom of the page. A big "Thank-You" to the Cranmer family and another congratulations to our crew for doing such a great job.

If you have been on our website lately, then you probably have seen our latest improvements. The site has been reworked to be easier to use and contact us. Most importantly, the site is now more accessible from hand held devices such as iPhones. We have also instituted a remodeling blog that covers a variety of different topics and exposes us to wider audience. It is important to us that we strive to offer the best to our clients.

Chrysalis Awards List

2014 - Residential Interior over \$100,000.00

2006 - Best Sunroom

2005 - Best Kitchen under \$40,000.00

2004 - Best Kitchen \$40,000.00 - \$75,000.00

2004 - Residential Historic Renovation

2003 - Special Award, Bath Remodel over \$50,000.00

2002 - Finished Basement





News in the Neighborhood

Everyone is enjoying this beautiful summer. While the sun shines down on us, the carpenters at R. Craig Lord Construction are busy making dreams come true. Larry and Nancy Wyatt will soon have a new Kitchen to complement their beautiful home. Their downsizing complete, Bernadette and Paul Curtis will soon be moved into a fully remodeled town home with new Kitchen, Master Bedroom Suite, new floors and painting. The Suchin family is looking forward to the completion of their new finished basement, which has a study area for the kids and a workout area for the adults. Tom Spray and Diane Hartman are pleasantly surprised by how much quieter their new windows make their house and they love their new floors.



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R. Craig Lord is a 2014 GuildQuality Master award winner, dedicated to delivering an exceptional customer experience.

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Carpenter's Corner

This edition's question for the carpenters was: **Of all the products you have installed or seen on our jobs which one would you most like to have at your house?**

Gary - I like the Bluetooth systems that enable you to run devices or select speakers remotely from your phone.

David - The new Kohler, No Touch flush system. You just pass your hand over the sensor and the toilet flushes.

Mike - Smart House Technology! The ability to remotely control your alarm, locks, lights, HVAC, etc. With technology moving at such a rapid pace what will they think of next?

Carl - I like the Savant System from Apple, it is also a control system that can be pre-programmed to fit the client's needs.

Sang - I would love to have a urinal at my house. That's one of the things a man can enjoy. So it was either remote control devices or bathroom improvements. Sound familiar wives?

