

It's how we measure up.

When you work with us, you'll notice that we're different from the

start

At Neal's Design-Remodel we don't believe in flying by the seat of our pants. We don't like to assume that you know how we work, when we work, or who will be working on your remodel team. Instead, we use a process that's exclusively ours—one that allows for individual job flexibility. One that makes the entire experience—from design through build—easier on everyone. That way, we know what we're doing, and you know what we're doing. It's all about setting expectations and meeting them. Period. We go out of our way to ensure that you can remodel your home without rearranging your life.



1 See how we think. At this complimentary consultation, you tell us what your goals are. We're here to listen to you. Show us around your house. Ask questions. We'll discuss your project and determine a realistic budget together. Then you can decide if you like the way we think, how we communicate, and if we can help bring your ideas to life.



2 It's time to meet with a Neal's designer. For a nominal design fee, this is when you'll see our preliminary ideas and recommendations for your remodel based on our initial meetings with you. Our award-winning designers take everything into consideration—your tastes, needs, budget—even the style of your house, and any other building issue. This is where we get to shine, and you begin to see it all come together.

3 The seven-page estimating process—another Neal's exclusive. We don't want to overlook anything, so we employ our detailed estimating process to make sure we don't. That way, you won't encounter any surprises. With 30 years of experience and nearly 2,500 past clients, we base our estimating process on expertise and knowledge. This is also the time when you place your stamp of approval on everything, so that work can begin.



4 The fun part: picking out everything. With help from our designers and our detailed product showroom, you can begin choosing what you need, from cabinetry to countertops to sinks, lighting, and flooring. Instead of running all over town, everything is in one place to make it easier and more fun for you.



5 The move from design to build. It's time to meet your personal production manager. His job is to keep you informed on every detail, from building specifications to weekly work schedules. We even set up an on-site communications "mailbox" for regular updates for you. Before any work begins, you'll know everything that is going to happen, for the least disruption to your household.



6 The work begins. This is where Neal's service really stands out. It starts by giving you a written schedule (that's right, written) so that you know what to expect and when. Throughout the entire process, you have access to us. Everyone on the job is thoroughly professional and mindful of your privacy and your property. If there's a question or concern on your part, you'll find that open and frequent communications handles it all. It's uncompromising, extraordinary attention to detail.



7 The job is complete, but our service continues. Just because your remodel is complete doesn't mean you won't have questions or needs after the fact. So Neal's extends a guarantee: if you have any problems during the first two years after our remodel, one of our craftsmen or service professionals will quickly remedy it. And at the one-year mark, we provide a free, quality-control inspection just to make sure you're happy with your remodel results. We aren't afraid to stand behind our work or to take good care of our clients.



finish

by reading a little bit about who we are >>



Remodel your home without rearranging your life.

513.574.7880 ~ www.neals.com

family owned

Neal's Design-Remodel is a family owned and operated business that began in 1972. Since that time, we've become recognized for our ethics, dedication, and complete home improvement capabilities.



extremely detailed

We wanted to carve out a special niche in our industry, and we have. One that centers around extremely detailed service. One that incorporates a "design/build" ability. One that is intent on having the best people in the business working for us and with us, from interior designers to certified remodelers, kitchen designers to construction gurus, architects, and craftsmen.



the right way to do business

Whether a complete home renovation or a simple room remodel, Neal's professionals, along with our extreme service, have earned us awards like the Better Business Bureau's Torch Award for Marketplace Ethics, Cincinnati Contractor of the Year (multiple times), National Contractor of the Year, *Professional Remodeler* magazine's Benchmark Leadership Award, and others. We're proud of these honors. Because they send a message that raises the bar for our industry as a whole, and they confirm to us that we've chosen the right way to do business.

