

CUSTOMER FAQ

Q. I've never heard of *The Builders*. Who are they?

A. It's a new day in the regional construction market, and "*The Builders*" is simply the face of a new and improved Builders Association of Eastern Ohio and Western Pennsylvania. Members of this group know that to remain competitive in this market, a more customized approach to servicing customers is in order. "*The Builders*" is a new marketing program to promote this new approach.



Q. Is this just a group of contractors?

A. Absolutely not! *The Builders* represents the area's most reputable construction firms. Our members include suppliers, distributors, manufacturers, architects, construction consultants, financial institutions and bonding agencies and even the construction trade publications. And yes – we boast the region's best contractors in any aspect of construction you can name.

Q. What area do you cover?

A. We represent Columbiana, Mahoning and Trumbull counties in Ohio and Lawrence and Mercer counties in western Pennsylvania.



Q: What benefit will I get from working with members from *The Builders*?

A. We understand how much of a customer's own vision and passion goes into every project. We respect that investment and provide the workmanship, manpower and productivity you deserve.

Q. Do members of *The Builders* have any skills or resources that I can't get elsewhere?

A. Our members employ union-craftsmen who have years of training and experience under their belt – more formalized training than any competitor. And we have a large pool of manpower to staff your project. We can effectively implement specifications, employ new technologies and products and apply problem-solving techniques to remain productive.

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Q. Isn't working with a union costly?

A. Not anymore. Our contractors competitively bid for all jobs. They may pay more per hour to their professionals, but when you compare their fast, accurate work with slower non-union labor that produces work needing long punchlists and callbacks, which do you think is more efficient in the long run? It's a cost vs. value consideration that can't be overlooked: Union labor is superior to non-union work. Isn't your project worth the best?



Q. What about the hassles associated with union labor?

A. It's a new day with unions. Business representatives are customer-service oriented; they ensure your project is staffed with the best labor available; and they work with you to tailor a plan to meet your needs. And if you do have an issue, you can always call *The Builders* office, where you will receive help in communicating your needs.

Q: Do you offer any guarantees when I choose to work with *The Builders*?

A: You'll get work done on time and according to budget. You'll have the resource of unlimited manpower at your fingertips. You'll have access to specialized training if your job needs it. And you'll have the industry's strongest work ethic – your work crews will show up for work every day and give you a full day's work for a full day's pay.



Q: How do I find members of *The Builders*?

A: Contact the main office of The Builders at 330-539-6050 or 1-800-686-4697, or visit us online at www.TheBuildersOnline.com