



Promise Declaration

We desire for our customers to be amazed with the quality **Mike Nichols Homes, LLC**, offers, excited by the level of commitment we provide, and satisfied with every aspect of our service. Our goal is to provide you with a consistently superior customer experience and top notch quality product.

This Promise Declaration outlines what you will receive as a customer of **Mike Nichols Homes, LLC**.

Communications

- We will return all phone calls, text messages, and/or emails the same day or by 9:00AM the next business day.
- Our word will be true. Our “Yes” will be “Yes” and our “No” will be “No”. No double talk!
- We will arrive at all scheduled meetings on-time and prepared to conduct business.

Project Site

- We will keep your project site clean and materials organized.
- We will clean up all construction debris generated on a daily basis and dispose of properly.
- We will ensure only authorized personnel will be allowed to access your project site.
- We will utilize a Port-A-Potty for large projects to keep your bathroom(s) private and clean.
- We will not allow team members, and/or sub-contractors to smoke or use smoke-less tobacco on your project site.

Insurance

- We will maintain General Liability Insurance in the amount of \$2,000,000 and Theft Bonding in the amount of \$10,000 for your protection and security.

Competency

- We will provide trained craftsman to complete your project to design specifications.
- We will utilize only competent, qualified, registered, and insured specialists as sub-contractors.
- We will respect each customer’s property. Respecting the property of others is a fundamental courtesy. If we cause any property damage, we will initiate a prompt, mutually agreeable resolution to correct any damage.

I, Michael P. Nichols, of **Mike Nichols Homes, LLC**, pledge to uphold the above listed items for all clients.

Michael P. Nichols
Owner, **Mike Nichols Homes, LLC**.
