



# SULLIVAN

INTERIOR FINISHING

716 597 6441 | [SullivanInterior.com](http://SullivanInterior.com)

## **FAQ's about Sullivan Interior Finishing:**

### How long have you been in business?

Sullivan Interior was officially created as a corporation in 2011, but the owner has been working in the remodeling industry for other contractors and solo since 2007.

### Who will be assigned as project supervisor for the job? How do I communicate with them?

There is a foreman on site to take and answer questions when Joel is not there. Derek or Joel will personally manage job sites and take calls from 7am-8pm via phone call, email, or text message.

### Who will be working on the project? Are they employees or subcontractors?

There are five full time skilled employees; Derek (foreman), Kevin, Charles, Damon, and Nate. All employees are covered by the necessary insurances mandated by NYS. Sullivan Interior is a drug free, alcohol free, smoke free, explicit language free jobsite. No exceptions. Subcontractors, such as plumbers and electricians, are reliable, licensed, clean, and represent Sullivan Interior.

### When do you work? What is your work ethic like?

We are professionals and take our job seriously. We are not handymen who are just doing this until something better comes along; we are skilled craftsmen who provide for our families with our work. We start every morning with a meeting at our shop at 8am and head to the jobsites in company vehicles from there. We wrap up by dinnertime after organizing the jobsite for the day. These times can be altered to suit a client with serious restrictions. Expect Monday-Friday (and some Saturdays when needed.)

### Do you guarantee your work?

Yes. If at any time you have a problem with the work we completed, and are responsible for, we will come back and fix or change it

### Are you licensed?

Yes. We carry the proper insurances to be licensed in any local jurisdiction.

Does your company carry worker's compensation or liability insurance?

Yes. Sullivan Interior carries Workers Compensation, Liability, Disability, Commercial Truck Insurance, and Health Insurance on each employee. A copy of each policy can be provided upon request. If a company does not carry these insurances, it is serious red flag as to how they run their business and who their employees are.

What is your approach to projects that involve major remodeling?

We believe in forming a relationship with each of the clients we serve. This means to go above and beyond during each of the following phases of the job:

- Initial estimate and submission of official bid –
- Material selection and narrowing down design – ideally design work is completed in advance for accurate estimating
- Actual completion of project
- Final walkthrough and homeowner satisfaction

You will have access to Joel and Derek during all of these phases. Phone calls are returned, emails are replied to, and the customer is kept in the loop the entire time.

How many projects like mine have you completed in the past year?

Since 2010, we have completed well over \$1.5 million dollars in renovations. We specialize in Kitchens, Baths, and Custom Built-In's. Please see our gallery online for examples of our work [www.SullivanInterior.com](http://www.SullivanInterior.com)

May I have a list of references from those projects?

Yes. All estimates come with a list of references from the past year. As unique as your space may be, we have a reference to something similar that has been completed.

May I have a list of business referrals or suppliers?

Yes. After signing a contract, we supply the client with a list of places to look for products and ideas.

What percentage of your business is repeat or referral business?

The only advertising we used to do is through Angieslist. Everything else is reference based from previous clients or local interior designers

Why should we choose you to be our contactor? Home remodeling is a competitive field. There are many companies to choose from and a number of them are cheaper than you; so how do I decide?

One word: Trust. We believe in serving our clients and working to the best of our ability. You can trust us in your home. You can trust us to start and finish the job. You can trust us to return your phone call and communicate. This is not a temporary job for us, it is our career, it is our livelihood. We have found that out of the three main methods people use to decide on contractors (Cost, Quality, and Availability), none of it really matters more than knowing that you can trust the person doing the work. If you are looking for available tomorrow and cheap, we are probably not the right company to hire. Our goal is to bring quality craftsmanship at a reasonable price. Problems and issues come up on every job site once you open up the walls but Sullivan Interior has the experience, size, and skill to start and finish your dream project.