



J. Francis Company LLC

GENERAL CONTRACTING AND REMODELING

1410 High Street • Pittsburgh, PA 15212 • phone: 412.322.6407 • fax: 412.322.6425

newsletter

In this issue...

[Company Update](#)
[Team Update](#)
[Feature Project](#)
[What's New in '07?](#)
[Super Trivia Challenge](#)
[Thanks for the Kind Words](#)
[Remodeling Tips](#)
[Core Values](#)
[What Kind of Work Does J.Francis Company Do?](#)
[Referral Rewards Program](#)
[Contact Us](#)
[Links](#)

Super Riddle Challenge

Here's your Chance at a \$20 Gift Card!

trivia is a fun feature of the newsletter. Each & every month brings a new question & opportunity for **you** to win! The first correct answer emailed to jean@j-francis-company.com will be the proud winner of a \$20 Gift Card of your choice.

Question: : Framing hardware (nails, screws, etc.) is most often used for all but which of the following projects?

Answer:

- a) houses
- b) cabinets
- c) decks
- d) fences

January 2007

January is a time to renew, refresh and remodel. J. Francis Company, LLC would like to introduce you to our home remodeling process with a new series called, ***"Reality Remodel"***. We will attempt to guide our reading audience through an actual remodeling project from start to finish. Our goal is to assist you with your questions and fears about the remodeling process. Check out the "Reality Remodel" series under "What's New in '07".

Company Update

We wish to express our thanks to our customers and friends for helping to make 2006 another successful year of managed growth for J. Francis Company, LLC. We increased our gross volume five consecutive years and added to the number of full time employees. We hired a full-time Production Manager to oversee project completion and have received positive feedback regarding this improvement. We welcome your comments and suggestions as we look to remodeling in 2007. Please feel free to contact us: John McCloskey - john@j-francis-company.com, Dave Myers - dave@j-francis-company.com, Jean M. Krak - jean@j-francis-company.com.

Team Update

Will Dameron, currently a senior at Duquesne University studying History and English has been working part-time for J. Francis Company as a laborer. Previously, Will was a rock-climbing guide in West Virginia. Will says, "I really enjoy working with my hands at J. Francis Company and like not having to wear a suit to work everyday!" Prior to living with his family in the South Side, Will lived in Australia. Will enjoys woodworking and after graduation would like to pursue his passion of being a rock-climbing guide for a year or so. Good Luck Will!

Feature Project

Thanks for the Kind Words

"I wanted to take the time to thank everyone on the staff at J. Francis Company, LLC. The result of all of their hard work is amazing and so much more than I had ever expected - OR envisioned. It's a 100% improvement of what it used to be and I receive compliments daily from my clients and their guests each and every day.

More importantly, the staff was a pleasure to work with and each and every one of them displayed the utmost professionalism and customer service. Not only are they all professionals in their "areas of expertise," they all have the same level of very high customer service. They became family to us over the last few months and have really made the entire transition easy! The project was seamless and it was amazing how quickly it was completed! The project was a work of art.

A special thanks to Jean M. Krak and John Hoover who are definitely the professionals! Jean was very detailed and so thorough when keeping me updated or supplying me with additional information or changes that were to take place. She was in touch with me daily – if not by stopping by each day, she was on the phone to ensure that I was happy with the project. Any time there was a question she had an answer moments later. She is very knowledgeable in all areas and her customer service level is

HQ Global Workplace at Foster Plaza is a unique office. It provides 24/7 access, friendly receptionist, fully furnished conference and meeting rooms, high-speed Internet access, kitchen facilities, IT support, office equipment and services and many more. J. Francis Company, LLC was selected to do a renovation of the office of HQ Global at Foster Plaza involving approx. 22,000 square feet of office space. Changes to the existing space included: replacing all carpet with new including accent carpet insets, painting all hallways & general rooms including installation of "accent walls", remodeling the existing conference room including a custom glass wall, construction of a new customer service center with custom glass sliding doors, custom cabinetry, bamboo laminate flooring, new full kitchen with mosaic tile backsplash and custom built curved wall with acrylic panel insets.

During Construction of Kitchen



Finished View of Kitchen

exceptional. John Hoover made it a point to be available 24 hours a day. You can see that he is proud of the great work he does and makes sure that we are happy with the finished product as well. An obvious leader in this group, he was also quick to respond, professional and so polite.

J. Francis Company, LLC is definitely the best in their business and I'm happy to give a referral at any time!"

Lauren Sniegocki, General Manager - HQ Global Workplace

Remodeling Tips

It all starts with an idea! Sitting at home you realize how great it would be to have a bigger kitchen or an addition for that great room you always wanted. Maybe your bathroom is in need of repair or your basement would make a great game room. Before hiring a contractor, you may want to:

- Ask your family what they would like to see done in the remodeling project. A variety of input will give you a broader vision for your finished product.
- Buy home remodel magazines or visit your library to gather information. Tear out or copy pages of designs you admire. Remember, you will be selecting the products for your project from paint color to doorknobs. Pictures help make this process easier! The Internet is a great resource to help with this



During construction of conference room



Finished conference room with glass wall

phase of the process.

- Talk to family and friends who have had remodeling projects done. Discuss all the “dos and don’ts” with them and get referrals for contractors that are reputable.
- Jot down any ideas you have. Do you have special storage or height needs? How about aging-in- place changes? These items may seem unimportant now but will be the topic of many discussions with your designer/architect in the near future.
- Stay organized! Keep all of this valuable information in a folder and bring it to your first remodel meeting.

Next month we will look at how to budget for a remodeling project.

Our Core Values

- Caring
- Competence
- Integrity
- Respect
- Timeliness

J. Francis Company approaches business with our core values as a guide.

What Kind of Work Does J. Francis Company Do?

Our Typical Remodeling/Renovation Work Includes:

- Additions



Before view of hallway



Finished view of hallway

- Bathrooms
- Basement Remodeling
- Classroom Improvements
- Demolition
- Drywall and Plasterwork
- Electrical
- Finished Carpentry
- Flooring
- Gut and Rehab
- Kitchens
- Mechanicals
- Office Build-Outs
- Painting
- Plumbing
- Roofing
- Rough and Trim
Carpentry
- Siding
- Space Reconfigurations
- Tenant Build-Outs
- Windows
- Wood and Metal Framing
- and Much More !!

Referral Rewards Program

Could You Use \$50.00??

- For every referral you send our way that becomes a customer, you will receive your choice of: a \$50 gift certificate to the store or restaurant of your choice or a \$50 donation to the charity of your choice in your name.
- By referring your friends, clients & co-workers to us for remodeling & renovation projects, you've helped our business grow. Offering these special rewards is our way of saying thanks. To take advantage of our Referral Reward Program, just email to jean@j-



Finished hallway - showing carpet insets & design colors



During view of reception

francis-company.com
or fax to 412.322.6425
the following contact
information: your name &
phone number, the name,
address & phone number
of the person you are
referring. We will follow
up on every referral.

Contact Us

Our Mission Statement...

"J. Francis Company exists to provide our customers with competent general contracting services. We emphasize integrity, respect and timeliness in all our relationships. Our goal is sustained growth and profitability by continually exceeding expectations."

Contact us:

John McCloskey, President:
[john@j-francis-
company.com](mailto:john@j-francis-company.com)

Dave Myers, Vice President:
[dave@j- francis-
company.com](mailto:dave@j-francis-company.com)

Jean M. Krak, Business
Development Manager:
[jean@j-francis-
company.com](mailto:jean@j-francis-company.com)

Toni Shar, Office Manager:
[toni@j-francis- company.com](mailto:toni@j-francis-company.com)

John Hoover, Production
Manager:
[hoover@j-francis-
company.com](mailto:hoover@j-francis-company.com)

J. Francis Company
General Contractor
1410 High Street
Pittsburgh, Pa. 15212
412.322.6407 office



Finished view of reception with view of curved wall



Before view of curved wall

412.322.6425 fax
j-francis- company.com

Links



Finished view of the inside wall



Finished view of seating area



What's New in '07?

Home Sweet Home Remodel

Our remodeling project is the home of Tom and Sally*. They have three young children and a dog. Their goal was to remodel the basement to become a gameroom where their children can play, relax, invite friends over to and extend the living space in their home. They approached J. Francis Company with their ideas such as moving the basement laundry room to the third floor, changing the first floor front hall closet into a powder room and a distinct vision for the basement space. There could be rows of shelving to store toys, a workstation area for the computer, a sectional seating zone with a plasma wall-mounted TV, a bathroom, and access to the back yard.

J. Francis Company explained the pre-construction design agreement process that is utilized with residential construction. The customer's budget for the project was discussed with their expectations of what is included. An assessment was made whether the customer's budget was realistic. An agreement of the total hours to design/select products and estimate the project was established. The cost to provide this service was provided and an agreement was signed. J. Francis Company brought in a designer/architect to capture their vision on paper and provided a cost estimate to Tom & Sally. Tom & Sally thought it over and

revised the drawings to include practical changes. There were more price revisions and product changes. They were ready to move ahead with signing on for the construction.

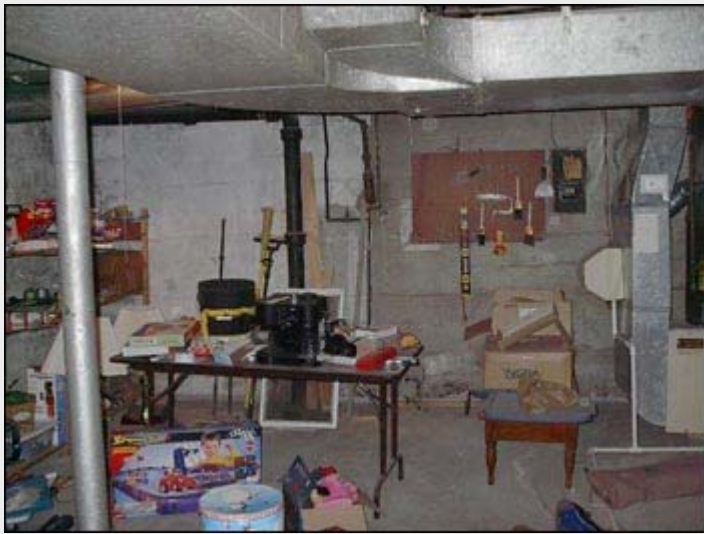
Most people will never venture to the local building department; or submit their blueprints to the bureaucratic process of obtaining a building permit, scheduling periodic inspections of a project, and complying with building codes and other regulatory red tape for construction. A building permit is the document that a building inspector will review and refer to when they visits the job site during the various phases of construction. J. Francis Company submitted for the permit for Tom & Sally's home, knowing it can be a 4-6 week process for approval.

As a routine procedure in older homes, J. Francis Company had the basement floor and walls lead tested prior to starting construction. When the test returned unusually high, another testing company was brought in to conduct a lead test. Confirming the first test, the lead level in the basement was alarmingly high. A lead abatement company was referred to the customer and an agreement was signed for the process to take place. A follow up lead test will be conducted and with a clean report, the construction can begin. Next, it will be time to empty out the basement of accumulated "junk" and personal items so the basement area can be staged with the tools and equipment necessary to start the project on January 22, 2007.

Stay tuned for next month's series of "Reality Remodeling".

**The owner's names have been changed to protect their privacy.*

Before Views





Jean M. Krak
J. Francis Company

email: jean@j-francis-company.com
phone: 412.322.6407
web: <http://www.j-francis-company.com>