

YEARS

EXCELLENCE

### New England's Award Winning Contractor



### CapitalConstructionContracting.com



You can learn a lot about a contractor based on what others think of them, especially their previous customers and the certifications they hold. You deserve more than a standard interview when trusting your home renovation project to a contractor.

Capital Construction Contracting, Inc., can supply years of references, and reviews from reoccurring customers. Out goal is to be your contractor for life!

### WANT TO FIND A HIGH QUALITY CONSTRUCTION COMPANY FOR YOUR PROJECTS?







#### Services

#### **Roofing:**

- Asphalt Shingles
- Clay Tile Roofing
- Energy Efficient Shingles
- Carlisle / EPDM / Flat Roofing
- Traditional Slate
- Inspections
- Metal Roofing
- Repair & Maintenance
- Replacement Skylights
- Residential & Commercial
- Ridge Vents
- Roof Ice Melt Systems
- Snow Removal
- Roof Hatch
- Ventilation
- Hail & Ice Damage
- Copper Repair, Replacement & Restoration

#### Siding:

- James Hardie Siding
- Cedar Siding
- Bevel Siding

#### Decks

- Restoration
- New builds
- Design

#### Windows & Doors:

- Replacement Doors & Windows
  - Alside
  - Anderson
  - Marvin
  - ThermaTru
- ProVia
- Therma-Tru Doors
- Sun Tunnels & Skylights

#### Masonry:

- Repointing & Chimney Repair
- Hardscapes
- Brick work
- Restoration

#### Home Remodeling:

- Carpentry
- Flooring
- Plastering & Painting





2.	Showroom
4.	About Capital
5.	Our Story
6.	New England's #1 Contractor
7.	Executive Team
8.	The 5 P's For Every Project
9.	Small Business Report
10.	Financing Options
11. 12.	Free Estimates
12.	Insurances Warranty
13.	Community Involvement
14.	Professionalism
16.	Customer Bill of Rights
17.	Customer Experience
18.	Roofing
10.	-
17.	EPDM Rubber Roofing
00	Shingle / Carlisle / Traditional
20.	Slate
21.	Custom Copper Work
22.	Premium Vinyl Siding
23.	James Hardie Siding
24.	Cedar Shakes
25.	Trex Decking
26.	Velux Skylights
27.	Windows & Doors
28.	Interior / Exterior Painting
29.	Masonry
30/31	Local Historical Restoration Projects
32/33	Customer Reviews
34.	Our Awards
35.	Choose Us
36.	Questions Checklist - "Need To Know"
37.	The 12 Steps
38.	Completion Certificate
39.	In Conclusion





**Capital Construction Contracting, Inc.**, was founded in 2005. We provide exterior home improvement services, including roofing, siding, decking, windows, doors, and masonry remodeling.

We pride ourselves on superior customer service and top notch craftsmanship. We hold numerous certifications in the industry, and we are proud to work with the best products from leading manufacturers. No matter what home improvement needs you have, Capital Construction Contracting, Inc., is here to provide you with quality solutions.

At Capital Construction Contracting, Inc., we want to be known for standing behind quality work, treating our customers the right way, and providing fair, honest, and clear communication. We have continued to grow our business by satisfying customers, encouraging growth among our employees, and being a leader in our industry.





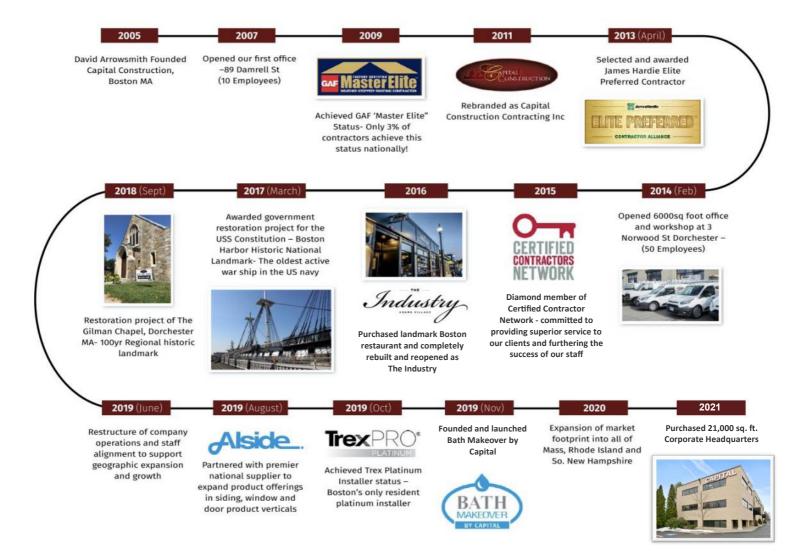
### **Our Mission Statement**

To improve the lives of our customers by providing the highest quality building materials installed by highly skilled, professionally trained craft personnel with the highest level of customer service.



We are proud to be a full-service exterior remodeling company with a strong team of production staff and certified contractors. Everyone works hard to deliver the superior results that Capital Construction Contracting provides to each of our customers.

For your exterior home remodeling needs, you can trust our awardwinning staff to treat your project with the greatest care and attention to detail.





#### The Only Exterior Remodeler You Will Ever Need

#### EXTERIOR HOME REMODELING

Since 2005, homeowners throughout New England have trusted Capital Construction Contracting for the highest-quality exterior remodeling. Voted "Boston's #1 Contractor", we've worked hard to build up our local reputation, one happy customer at a time.

#### **CORE VALUES STATEMENT**

- To do first rate quality work and stand behind it consistently satisfy customers.
- Treat others as your would want to be treated do the right thing.
- Provide growth and leadership opportunities for employees and reward them for outstanding performance.
- Be a leader in our industry.
- Be fair and honest always work with integrity.
- Seek continuous improvement.
- Be consistently profitable in order to sustain the future growth of the company.



Whether you want to upgrade the interior or exterior of your home, or your commercial property, there is no better team for the job than the experienced professionals of Capital Construction. We are licensed, certified, and insured to perform any of your remodeling plans, big or small!

Masonry

- Window & Door Replacements
- Siding
  - RoofingDecking
- Painting

• Gutters

...and More

### VOTED "BOSTON'S #1 CONTRACTOR" FOR EXTERIOR REMODELING

At Capital Construction, we want to stand out from all the other home remodeling companies in the best possible ways! In our quest to become the contractor of choice for both families and businesses across the New England area, we've worked hard to earn manufacturer certifications and industry recognitions that include:

- GAF Master Elite Contractor
- James Hardie Elite Preferred
- TrexPro Platinum Installer
- Carlisle Authorized Applicator
- Approved ProVia Installer
- VELUX 3-Star Skylight Specialist











We're also BBB-accredited and a member of the Certified Contractors Network. For you, these designations **guarantee** top-quality home remodeling that's always done to the manufacturers' exacting standards—and covered by impressive manufacturer warranties. Unlike many exterior remodeling companies, we go the extra mile by providing our own labor warranty, too!





#### David Arrowsmith, Founder & CEO

Capital Construction was founded in 2005 by David Arrowsmith, the owner and operator of the business. David has worked in the construction and trade industries for many years, both here in the United States and in his birth country of Ireland. He wanted to build a company from the ground up with a focus on unparalleled workmanship and excellent customer service.

Thanks to David's efforts, the company has grown a lot in the past 17 years, and will continue to follow the same pattern of success into the future. We are also supported by the skills of dedicated people who work seamlessly together to get your home remodel finished to the highest standards.

#### Our Executive Team is accessible 24/7 via our Client Portal. "We value your business"



Gary Iskra



Jude Watters



Greg Bailey



**Barry Eldershaw** 



Joey Vasil



Jean Mixer



**Louise Watters** 



Karla Vasquez



#### An Ounce Of Prevention!

It is said "that an ounce of prevention is worth a pound of cure", that saying is so true. We hope that by reading this guide you feel more prepared to evaluate home improvement contractors and make the best decision for your family.







P4 PEOPLE Never buy a product... Buy a contractor!



**Q.** How do you choose the right company to ensure your satisfaction?

**Q.** How can you be sure to get a great customer journey?

**Q.** What are the proper product specifications to achieve the scope of work?

**Q.** What are the available styles, grades, options, and warranties?

**Q.** How does the contractor ensure what you agreed upon is actually delivered?

**Q.** What is the contractors communication process?

**Q.** Why choose this specific contractor?

**Q.** How long has the contractor been in business?

**Q.** Is the proposal clear and understandable?

**Q.** What are the contractors financing options for funding the project?



Since 2015 Capital Construction Contracting has maintained a diamond level membership with **Certified Contractors Network**, and is committed to providing superior service to our clients and furthering the success of our staff.



Statistically, the Small Business Administration reports that 96% of all contractors fail. U.S. Small Business Administration

Many fail because, in order to earn your business, they sold goods and services for less that they could afford to supply them. If a company doesn't make a profit, it cannot stay in business to serve you.

These companies are forced to cut corners - they use unskilled labor and cheaper materials, and leave out important homeowner protection such as licenses, building permits, workers' compensation and general liability insurances.

Many fail because of poor workmanship. Of all the complaints made to the Better Business Bureau, one of the highest percentages comes from poor home remodeling workmanship and installation.

Companies that sell for less than they can afford to and do poor work aren't around later to service their mistakes.

That leaves you with a very small number of reliable companies to choose from.



#### Smart Financing Options For New England Homeowners

Capital Construction Contracting, Inc., offers stress-free financing options for homeowners. During a consultation, we can discuss with you our financing options designated to fit your specific project.

Our financing options cover work for roofing, siding, decking, windows, doors and masonry, we will help make the entire process easier. Capital Construction Contracting, Inc.'s in-house financing options were designed with you in mind, which means we want your project to go as smoothly as possible, including the expense.

Call us today at 1.617.319.1225 to further discuss details and stipulations of our financing options available in Massachusetts, New Hampshire, and Rhode Island.



More Information or Questions | 617.319.1225 | CapitalConstructionContracting.com



#### Sign up for a FREE! No-Pressure Quote for Roofing, Siding, Decking, Windows, Doors, Masonry and More!

With years of experience and specialized experts in all kinds of exterior remodeling, Capital Construction Contracting is here to help you make your home the very best it can be. If you're considering any kind of renovation, why not start by speaking with our skilled and certified representatives?

Our consultations are always free and come with no sales pressure or obligation to you. Just call us to speak with a local home remodeling pro, or go ahead and sign up for your free quote by submitting our online form now.

#### Zero Payments & Zero Interest For 12 Months (For Qualified Buyers)

(FOR QUAIMED BUYERS)

- Zero Down Payment
- Financing Available

We offer flexible finance options with low-payment, low-interest, and longterm periods.

Qualifying homeowners can even be approved for 0% financing!





Capital Construction Contracting Inc. offers stress-free financing options for homeowners throughout New England. Once we've scheduled a consultation, we can discuss with you our financing options that will be the best fit for your project.

Our in-house financing options were designed with you in mind, which means we want your project to go as smoothly as possible.

#### PICK THE PLAN THAT IS RIGHT FOR YOU





As a home owner, insurance should be your number one item on the check list! If anyone gets injured on the job, and the contractor does not have proper insurance, you could be held responsible for the employee's injuries.

Many contractors do not hold the proper insurances. A good standing company should have at least \$500K-\$1M insurance liability to cover damages, and/or injuries. Ask for **Proof of Insurance** for their company, and they should willingly provide their Worker's Compensation and General Liability Certificates.

### CCC holds a general liability clause for \$2 million, with an additional \$1 million umbrella. We got you covered!

To Whom It May Concern:

We have been working on the workers compensation coverage for Capital Construction Contracting Inc. since 2012. Their coverage is provided by Liberty Mutual Insurance Company an A (excellent) rated carrier.

We will be happy to arrange for you to receive a certificate of insurance once you have signed your contract with Capital Construction Contracting Inc. This will give you up-to-date information on the coverage.

Frankly the folks at Capital Construction Contracting Inc. are valued clients and I am sure that once they work for you, they will become trusted contractors for all your renovation and remodeling needs.

Sincerely Michael Boehler

Insurance Consultant

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Capital Construction Contracting, Inc., maintains a high standard for performance under this warranty agreement. If you suspect a defect in your project as a result of improper installation, please do not hesitate to call our Office at 617.319.1225. We will respond to your request as quickly as possible in an effort to maintain a high level of quality and customer satisfaction.

CCC warrants against any defects in labor / installation performed by Capital Construction's employees and / or subcontractors who work under the supervision of Capital Construction. *(Excludes leak repair work; which may carry a one-year warranty).* This warranty begins that day the job is completed as deemed by Capital Construction Contracting, Inc. We will respond to calls to evaluate any product warranty claims at no charge for the life of the manufacturer's product warranty.

#### NO FINE PRINT OR COMPLICATED LANGUAGE

What is covered: If any of the items installed for your project fail due to improper installation, Capital Construction will supply all labor necessary to repair the item at no cost to the homeowner. If Capital Construction deems a component of the product irreparable, it shall replace the faulty unit with a new component product of equal quality and as similar in appearance as possible using current products.

For this warranty to stay active, homeowners must perform all required maintenance, care, and cleaning as specified by each products manufacturer. Failure to do so will nullify this warranty. Homeowner also understands that this warranty does not cover abuse, misuse, normal wear and tear, or acts of God.

All materials are covered by the manufacturer as per their individual warranties.

This limited lifetime warranty is issued to:	
For work completed on the building located at:	
Commencement date of warranty:	
Approved CCC representative:	
WARRANTY	Ref:



We recognize the importance of giving back to our community. Capital Construction Contracting, Inc., partnered with GAF for the No Roof Left Behind program. With this program, we provided a free roof to a local family in need. We are proud of what we've been able to accomplish, and we look forward to future opportunities to give back.

#### Check out our video on CapitalConstructionContracting.com

Other Community Involvements Include







#### **Industry Recognition**



BEST PICK

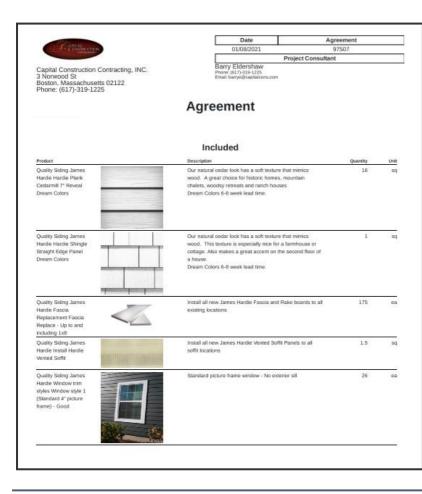


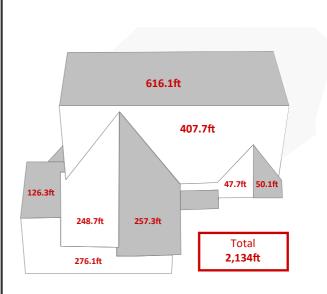
Good contractors don't just provide quality work, they do all the little things in between. They respect you, your property, your neighbors. The way they talk to you, and treat you all matter when it comes to this industry. They will pay attention to the small details and take all aspects into consideration. Back check all contractors you are considering for their standards of professionalism.

#### **Detailed Bids**

Bids should be broken down with detailed specifications, it should list measurements and detail the type and amount of materials required. In any competitive bidding situation, make sure the bids are for the same services and scope of work. If other bids are significantly cheaper, that probably indicates less work or lack of knowledge.

#### "An ounce of prevention is worth a pound of cure."







At Capital Construction Contracting, we regard 'homeownership' to be a hard-earned title that deserves the utmost respect. We believe every homeowner deserves the opportunity to choose a high quality investment in the upkeep and renovation of their home, their most valued asset. We don't aspire to be the cheapest option, because cheap means cutting corners on quality. We aspire instead to deliver long-term value through excellent services, high-quality products, expert installations, significant energy savings and respectful business practices. Owning a home is a critical part of the American dream. So we believe every homeowner is entitled to the following inalienable rights.



We will treat you as a customer from the first moment we connect with our call center whether you purchase our services or not.

#### PRIVACY

You deserve privacy for your personal information. We will never sell your data to anyone.

#### SAFETY

You deserve to feel safe. So we will only send people of honor and integrity to your home. They will treat your with the respect every homeowner deserves.

#### ALLOCATION

Your home is precious and so we will always allocate the time necessary to do things right. No corner cutting from our first meeting to the completion of your project.

#### PUNCTUAL

We will always treat your time with respect. You have the right to expect appointments and installations to be finished on time. If any issues or concerns arise, we will respond promptly.



#### OWNERSHIP

You are in charge in your home. So we will only enter your home when invited and only stay as long as we are welcomed.

#### RESPECT

Because we respect all homeowners, we will never agree to a project without all owners and relevant parties present, so that everyone involved is fully informed of our services and know what to expect.

#### FAIR

Our price will never vary based on age, race, income, the value of your home or any other social variables.

#### QUALITY

Quality home renovations are complex. So we will only bring properly trained experts to your home. We will carry all the necessary insurance and other business safeguards.

#### GUARANTEE

You deserve to feel great about the investments you make in your home. If there is a mistake, we will be there to make it right. Not just at the time of your project but for the duration of time you own your home.



#### More Information or Questions | 617.319.1225 | CapitalConstructionContracting.com

#### STEP 1

- You will receive a Welcome Call from our Production Department within 48hours to confirm your project and introduce you to your project manager.
- You will receive an acknowledgment notice from our Contract Processing Department confirming your order and project terms.
- If financing was provided by CCC, you will receive confirmation of those terms and arrangements from the lender or CCC.

#### STEP 2

- The production department will arrange a pre-construction visit with your Project Manager to further plan and verify all elements required to deliver a seamless experience.
- Simultaneously, all materials required for your project including custom manufactured products will be expedited and staged by the productions department.
- Your Project Manager will hand select the appropriate skilled certified installation team for your project.

### STEP 3

- You will receive a notification via email, text or phone when your products have been received and are available for installation.
- The Production Coordinator will contact you and coordinate a convenient start date for the installation of your project.
- The on-site staging and start of your project will be supervised by your personal project manager.

#### STEP 4

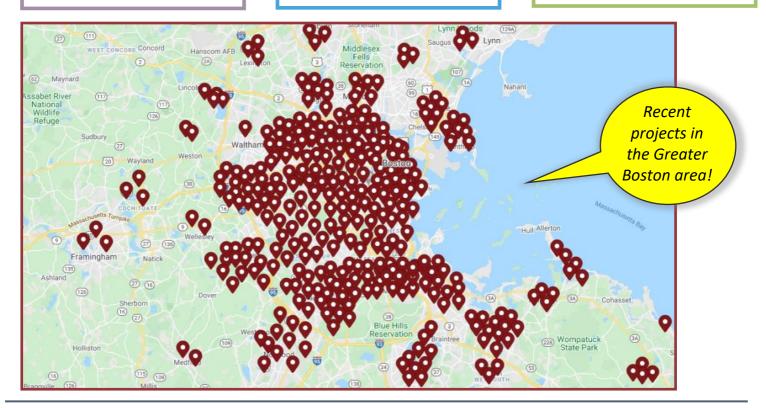
- You will have 24/7 access to your Project Manager via phone, text and email throughout your project to answer any questions that may come up.
- You have 24/7 access to our unique and personalized "Client Portal" to communicate with the Executive Team directly on any matter during your project Installation.
- You will receive weekly quality and job progress communication via phone, email or text.

### STEP 5

- At project completion you will be notified by your Project Manager who will arrange a conclusion meeting with you to review the quality of work, review appropriate warranties and answer any questions about your completed project work.
- Upon completion of your project, within 48-hours you will be notified by our Client Relations Manager to answer any open questions and review your experience with the project installation and the Company.

### STEP 6

You will become a valued customer and automatically join our Presidents Preferred Customer Club which will entitle you to receive educational newsletters and new remodeling ideas along with the periodic notice of special promotional offers ONLY available to existing CCC customers.







One of the rewards of hiring a GAF Master Elite™ roofing contractor, like Capital Construction Contracting, is gaining access to the Golden Pledge® Ltd. Warranty. For just a little extra, you'll get to enjoy the strongest warranty coverage on any asphalt shingle system available.

#### HERE'S WHY OUR ROOFING COMPANY HIGHLY RECOMMENDS THIS ROBUST GUARANTEE:

#### Lifetime Protection Against Manufacturing Defects

The Golden Pledge Ltd. Warranty will protect your covered roofing components against manufacturing defects. During its 50-year non-prorated period, GAF will cover the cost of 100% replacement materials and the labor to repair them. Beyond that, the brand will continue to reimburse 20% of repair expenses.

#### 25-Year Workmanship Coverage

This stellar warranty safeguards your roofing system against workmanship errors for 25 years. To put things into perspective, typical warranties provide coverage on installation for only two years. The best part is, GAF itself will back the work of your Master Elite **roofing contractor**. This means even if

your installer goes out of business during this period, you won't be left high and dry in case of workmanship problems.

#### Free Tear-Off and Disposal Services

Other warranties don't cover anything beyond replacement material and labor costs. The Golden Pledge Ltd. Warranty is different because it renders tear-off and disposal services for free. Whether the cause of the problem is due to manufacturing or workmanship defects, GAF will provide 100% reimbursement.

To get more value for your money, this robust **roofing** warranty is transferable to the next owner of your home. In case you decide to move and sell your property, it gives you leverage at the negotiating table. If the ownership change happens during your new roof's first 20 years, your home's next owner will be entitled to all of the warranty's benefits.

Learn more about the practical benefits of hiring a Master Elite roofing contractor. Call Capital Construction Contracting today at 617-319-1225 to schedule your free roof evaluation and in-home presentation. We value your business!





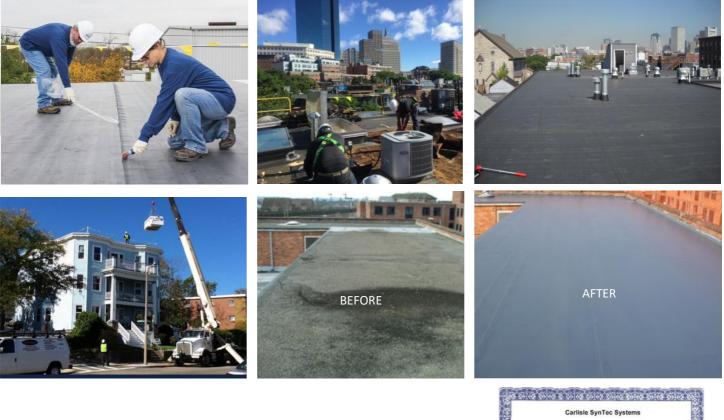




EPDM single-ply membranes have been the residential and commercial roofing industry's material of choice for nearly half a century, and Carlisle has been defining the standard since the beginning. Today, Carlisle SynTec offers the most high-performance, energy-efficient, sustainable and innovative line of EPDM membranes and accessories on the market. From Factory-Applied Tape (FAT®) for stronger, more dependable seams to the industry's only ENERGY-STAR®-qualified EPDM membrane, no one offers the versatility and performance like Carlisle. So when you need a sustainable, long-lasting rooftop, look no further than the single-ply membrane with nearly a half-century track record of performance and durability. Carlisle EPDM.

#### Capital Construction Contracting is a Carlisle Authorized Applicator

#### License #25719



- Commercial & Residential Applications
- 10-40 Year Commercial Manufacture Warranties
- Additional Residential CCC Warranty Available

Carlisl	le SynTec Sys	tems
	This is to Certify that	
CAPITAL CONST	TRUCTION CON	TRACTING INC.
CARLISLE THERMOS	we, JUDE WATTERS, atto SET/THERMOPLASTIC O 116 through May 12, 2016	OMBINED seminar
ARLISI	E	mercer une uner
	Turning	Michael B Bunager - Technical & Warranty S



#### Traditional Slate Installs, for our discerning clients.

Our experienced staff can provide detailed information and architectural services from single size 1/4" thickness applications to intermingled rough texture in random widths to graduated length and thickness. Capital Construction Contracting sources its slate via Evergreen from two-dozen different quarries and offers 14 different color choices. All Vermont Slate has been tested according to ASTM guidelines and has received the highest ranking.

**Slate roofing** has been used on buildings for over a thousand years. This practice began with European settlers. Nothing else quite matched the durability, aesthetics, and fireproof qualities that were available with slate and this same quality remains today.

If you are looking for a "lifetime" roofing system that will offer superior durability and give a distinctive touch of timeless beauty and curb appeal to your home, then consider investing in a natural slate roof. For centuries, slate has been highly acclaimed for its natural beauty and remarkable longevity, unmatched by any other materials.

For more information regarding your traditional slate roofing install, call 617.319.1225 today!



Slate will enhance the look of any architectural style, and is available in a variety of natural slate colors and textures. Slate's color options include green, gray, black, purple, red as well as tiles that sport a mixture of colors.





#### **Custom Copper Work**

Our craftsmen are trained specifically in the proper design, fabrication and installation of this unique exterior metal finish. Each project is custom-built in our own shop by the same coppersmith who installs the copper in your home, ensuring beautiful, long lasting protection.

Whether you have a copper roof, copper flashing or gutters, or seek an attractive copper accent, Capital Construction Contracting, Inc. can do it all. Our copper artists have years of experience working with this traditional material. Call us today for a free estimate or stop by and visit our showroom.

When our skilled and talented tradesmen arrive at your project, you have the satisfaction and peace of mind knowing they specialize in all types of copper roofing including batten seam, standing seam and flat pan to only name a few.









#### Prodigy One-Piece Insulated Siding System

- Integrated 1<sup>1</sup>/<sub>2</sub>" thick EPS rigid foam insulation (nominal) helps reduce utility costs and reinforces the siding
- Secure interlocking panel design provides a tight fit with no insulation gaps
- Fully rolled over nail hem securely anchors panels to the wall
- A Perm Rating of 5 allows moisture to escape and not get trapped inside
- High density insulation minimizes outdoor noise
- Insulation is treated with a nontoxic additive that discourages pests from nesting behind the siding
- 16'8" extended length panel design does not require face nailing or caulking
- Backed by a lifetime limited, transferable warranty including fade and hail protection.
- See warranty for complete details

#### Charter Oak Energy Elite Insulated Siding





- .046" premium panel thickness (nominal)
- Up to five times the impact resistance of traditional siding
- Features a precisely contoured insulating foam underlayment that helps reduce energy costs while keeping your home comfortable
- Exclusive TriBeam construction delivers superior rigidity, for straight and even walls
- 500% more breathable than other insulated siding systems and will not absorb or retain moisture
- Rolled-edge nail hem ensures superior performance in any climate and weather conditions

#### Charter Oak Featuring BASF Neopor Technology

- .046" premium panel thickness (nominal)
- Graphite particles in Neopor reflect and absorb radiant energy, making it more energy efficient
- Siding insulation is contoured to fill the gap between the siding and your home for increased support and durability
- Neopor can provide up to 20% more energy savings than traditional EPS insulation
- Exclusive TriBeam construction delivers superior rigidity, for straight and even walls
- Reduces the chance for mold and mildew growth
- Rolled-edge nail hem ensures superior performance in any climate and weather conditions
- Recognized as a green product for reduction in energy consumption







There's no questioning the tough weather conditions that Boston area siding has to withstand. But when the time comes to actually replace your weather-worn, outdated siding, you might need some help choosing a siding replacement that's durable enough to be worth the investment.

At Capital Construction Contracting, we're proud to recommend and install James Hardie siding. Crafted from specially formulated fiber cement, HardiePlank is both strong enough to endure the New England climate and stylish enough to make a big impact on your home!

We don't just *install* Hardie board and Hardie siding. We're also a **James Hardie Preferred Elite Installer.** With 16+ years of experience and all manufacturer certifications, we have the advanced skillset you can trust.

#### **TRUSTED LOCAL EXPERTS**





## Eastern white cedar shingles installed by Capital Construction Contracting, Inc.

**Squarely the best.** Maibec is the largest manufacturer of **Eastern white cedar shingles** in North America. As the recognized benchmark for quality in our industry, Maibec shingles can be used to enhance the original beauty of your home, emphasize its architectural details, or pair harmoniously with other materials for a more contemporary look. For centuries, homeowners have preferred the naturally durable properties of Eastern white cedar for their exterior shingles. Maibec shingles are available in a virtually endless variety of solid colors and semi-transparent stains.



**Grades:** Three surface finishes with all the classic warmth and charm of Eastern white cedar, along with its well-known strength and durability.







Capital Construction installs Maibec, the North American benchmark for genuine wood siding.



#### Western Red Cedar Primed Finger Joint Bevel Siding

Western Red Cedar Primed Finger Joint Bevel Siding is an advanced siding system that offers both prestige and performance. It can be used with either the rough side that gives it a rustic look or the smooth side that gives it an elegant look. This product combines the performance of red cedar with modern finishing pre-



primed technologies, to provide you with a great product to paint.



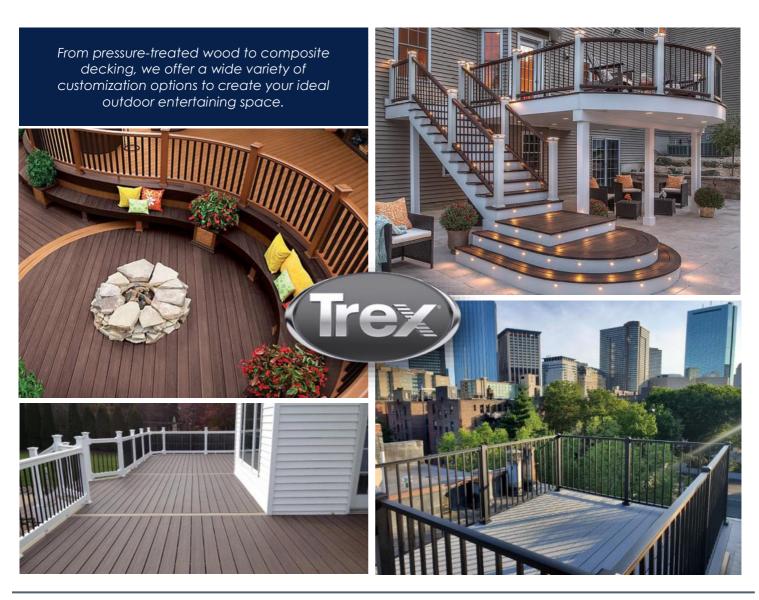


## Trex is the world's #1 decking brand and the inventor of wood-alternative composite decking.

Trex invented, defined and perfected composite decking with a selection of low-maintenance, highperformance, eco-friendly decking products that help create the perfect outdoor living space. Trex composite decks have the beauty of natural hardwoods without the hassle of labor-intensive upkeep.

There's no sanding, staining, or painting - just simple soap-and-water cleanup. Trex believes that you should spend your time relaxing on your deck, not maintaining it.

Capital Construction Contracting is New England's only resident TrexPRO Platinum installer. You can take advantage of a 10-year labor warranty by installing qualifying Trex decking and railing products.







Are you looking to add natural light to your home? How about improve your energy efficiency? If so, new skylights are a great option for you! Capital Construction Contracting Inc. installs quality skylights that will improve the lighting in your home and give your rooms a more open feel. We can provide you with the perfect skylight to fit your needs and match any room in your house.

Velux has been the world leader in roof windows and skylight for over the past 60 years. With an extensive distribution network these products include roof windows and modular skylights, as well as a range of decorative elements, blinds, roller shutters, installation solutions and remote controls.



Capital Construction Contracting Inc. installs quality skylights that will improve the lighting in your home and give your rooms a more open feel. We can provide you with the perfect skylight to fit your needs and match any room in your house.

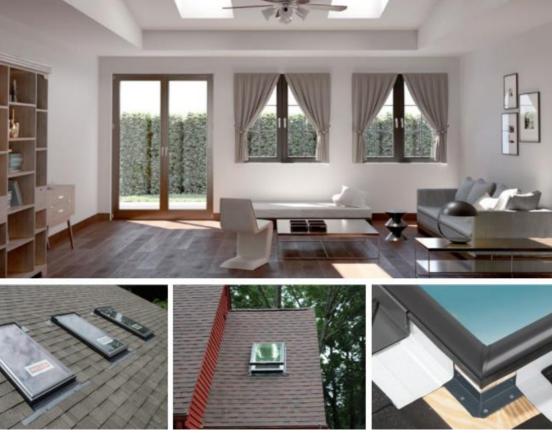


**SUN TUNNELS** 



**ROOF WINDOWS** 







#### **Alside Windows & ProVia Doors**

When Boston homeowners want to invest in a window replacement or new exterior doors, they turn to the services of the award-winning team at Capital Construction. We're proud to offer high-performance doors and windows that enhance curb appeal and provide years of easy-maintenance performance. We also provide flawless door and window installation backed by industry-leading warranties—but don't take our word for it; the positive testimonials of our many happy customers speak for themselves!

Whether you are remodeling, renovating, or building a new home, Alside delivers unmatched beauty, strength, and energy savings. Alside Windows are custom-made to fit your current window openings precisely. They are easier to install because they require no additional wall construction, in comparison to stock windows found at your local retailer. Plus, they have a lifetime limited warranty.

Best of all, Alside Windows gracefully enhance the architectural style of your home. Whether it's traditional or contemporary, there's a model to fit your specific style, performance, and budget needs.

#### Contact Us Today For A Free Estimate!



#### THE BEST BRANDS

We also offer windows and doors from top brands like **Harvey**, **Anderson , ThermaTru** and **Marvin**, and a wide selection of custom doors by ProVia.





A ProVia door is a purchase you won't make often, so select an entry door that can provide you the highest level of satisfaction for the many years to come with out customized "build-your-door" ProVia app.





Capital Construction Contracting, Inc. provides a full range of interior and exterior painting services to Greater Boston and the surrounding areas. We use Benjamin Moore paint as it allows us to provide the most professional finishes on all interior works.

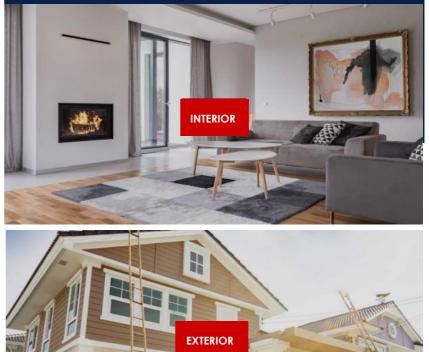
We offer a full range of jobs, from small local projects to commercial needs, and everything in between. We offer a clean and reliable service to all our customers, whilst offering very competitive rates without compromising on quality. Our business is built on reputation. Our prices are extremely competitive. We use only the highest quality materials and the quality of our workmanship is the best around.

Our painting division within Capital Construction Contracting, Inc. is continuing to grow due to the efficient and overall positive experience that all of our customers encounter. We are a highly skilled, experienced team that has gained an excellent reputation for quality work.

#### **Our Services Include:**

- Interior / Exterior Painting
- Traditional Plastering
- Repairs
- External Rendering
- Terylening
- Dry Lining
- Re Skimming's
- Tiling and More

When a painting project needs to be completed quickly and professionally, choose the proven expertise of the Boston painting specialists at Capital Construction. Our painters have the skills and experience to deliver a flawless result and a commitment to customer satisfaction that ensures a pleasant experience from start to finish!







The New England landscape is dotted with beautiful brick homes - some are new, while others have stood for hundreds of years. When you need masonry services, whether to fix a faulty foundation or to repair a chimney, you can count on the proven expertise of Capital Construction Contracting. With more than 16 years of combined experience to bring to every job, our team of masonry contractors is ready and willing to take on the complex projects that other masonry companies avoid.

Brick masonry work is a specialized skill, and Capital Construction Contracting employs masonry repair specialists who have the skills and confidence to do it right. We insist on the best for our customers, so the best is what you can always expect.

### We offer a variety of masonry services to fit your needs:

- Custom Staging
- Brick Replacement
- Brick Repointing
- Chimney Repair & Builds
- Retaining Walls
- Hardscapes

# In addition to flawless workmanship, we provide many other benefits to our customers including:

- Free In-Home Consultation
- Accurate Cost Estimate
- Flexible Financing with Attractive Terms
- Quality Materials
- Fast Project Completion
- Award-Winning Customer Service
- Industry-Leading Warranties









### **USS** Constitution

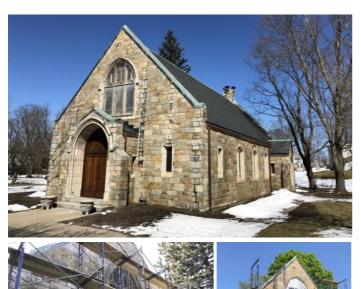
#### Boston, MA

The USS Constitution is an American staple in history, especially for her actions in the War of 1812!

Capital Construction Contracting Inc. was honored to perform the restoration work needed on the USS Constitution in the Charlestown Navy Yard. The quarter galleys of "Old Ironsides" were covered in an old lead roll roofing that was weathered and battered.

We fabricated the custom-made quarter galley roofs right in our own metal shop and restored them to their natural copper beauty!





### Gilman Chapel Boston, MA

A chapel on the grounds of Cedar Grove Cemetery was the focus of this significant restoration project bringing back the impressive stone edifice to its former glory.

Capital Construction, with expertise in repairing historic structures across the region, was contracted to restore this church back to it splendor.

"Our team was eager to start this project that has special significance to the community, we understand what this chapel means to the neighborhood and we were excited to work on this project"!



### New Korean Light Church

The New Light Korean Church, Waltham, MA

Capital Construction, with expertise in repairing historic structures across the region, began a restoration project to restore this beautiful New Light Korean Church located in Waltham MA to its former beauty. The project included complex repairs to the church Steeple, comprehensive wood restoration, complete exterior painting and detailed copper repairs.

This is a special landmark in the town of Waltham, and we delighted to hear how happy the community and neighborhood was with the outcome of the project.





#### Ebenezer Boston, MA



The Capital team installed a new Carlisle roof with slate and copper repairs.

Boston's oldest remaining brick building and one-time home of John Hancock's brother, the Ebenezer Hancock House (built circa 1767) is a National and Boston Historic Landmark. The restored structure - Boston's only remaining building associated with John Hancock - is now home to a law firm.

The Ebenezer Hancock House is located along the Freedom Trail, just past Faneuil Hall. The building is the only dwelling still standing in Boston that can be associated with John Hancock.

This structure is one of Boston's 40 historic homes, is on the Freedom

Trail Near Faneuil Hall and the Union Oyster House.



All reputable contractors carry a pre-printed list of references that includes customers from one to five years ago, as well as customers from the previous six months. Also look for online reviews, a company who is not visually on the internet is a huge red flag!



### It was great $\star \star \star \star \star$ Josephine J.

Capital Construction, arrived on time, responded quickly and was reasonably priced. They were there

to answer our questions and took the time to explain everything clearly so we understood every step of our project. They did an excellent job, and I would recommend them.

#### We were extremely happy with Capital Construction

 $\star \star \star \star \star$  Lillian L.

They were very professional from Jude coming by to give us an estimate to follow up emails and phone calls , To David their project manager and the crew. The day we arranged for the work to be done The crew showed up right on time. They introduced themselves and got right to work! I would recommend Capital Construction to anyone. Very professional and a pleasure to do business with.

#### Professional Company! \*\*\*\*\* Maurizio F.

You can completely trust them to get the work done correctly.

### Thank you for being very honest and very professional \*\*\*\*\* Anthony Y.

I had Capital replace my deck and they were very fast, friendly, and very professional. I would recommend they again to anyone who is looking for quality work.

## Overall we were very pleased with the entire process

#### $\star$ $\star$ $\star$ $\star$ $\star$ Andrew W.

We recently had Capital Construction replace the siding and gutters on our house. Overall we were very pleased with the entire process. Everyone from the sales team to the construction crew were very professional, courteous, and on-time. They were also very responsive whenever we had a question or concern. We noticed a minor issue with our gutter the first time it rained after installation and Capital sent someone over that afternoon to check it out and fix the issue. I'll definitely consider them again for our next big project.

#### Quality work at a competitive price \*\*\*\* Dave E.

Top notch communication from the opening inquiry to the completion of the job. Team dealt with some logistical issues and some brutal weather, but were able to finish the job on time and on budget. Can't stress enough the importance of communication and Capital Construction gets it!



## The roof looks great $\star \star \star \star \star$ Sophie L.

The job was a roof and hatch replacement. There was a big hiccup initially because the hatch they were planning to install didn't meet our needs and requirements. However I'm still giving them 5 stars because the Project Manager, David, did a good job listening to what we needed and came up with an alternate solution that fit our needs. After that the project was done in couple days. They came back later to re-position a wire that was moved during the job. I was impressed that instead of just moving it, they actually secured it in place. It took another week after that to get the key to open the hatch and climb up on the roof with the PM to inspect the job. Given the rainy weather in between I was okay with that delay. The roof looks great. The seams was very well done. The hatch opens with a remote and lets plenty of light in. Now I'm waiting for the PM to get back with a solution for keeping the hatch propped open wide so I can climb through safely when needed.

#### I look forward to working with them again the next time I have a project! \*\*\*\*\* Rebecca M.

I've used Capital twice - once for remodeling two rooms down to the studs and recently for a roofing project. Both jobs were excellent experiences. From the first contact with Capital through the end of the project they are outstanding, with exceptional communication, high quality work, and competitive pricing.

#### Definitely would recommend Capital Construction for your home improvements \*\*\*\*\* Paul F.

Capital Construction did 2 projects at my house. They replaced a flat roof on my garage and replaced windows in my kitchen and garage. They were very professional from the get go. Always on time. Pricing was good with no surprises. The crews cleaned up after both jobs. The communication was very good.

#### Highly recommend



We have used Capital Construction for various projects at our house in South Boston over the years. They have worked on gutters, roofing, chimneys, and now Hardie siding. As always, the service and craftsmanship is great.



Danny Sullivan Director of Lead Generation & Marketing



If a contractor has been in business for any length of time, and are doing their job correctly, they will most likely have been mentioned in a magazine or newspaper, received some sort of award, or a recognition from an association having to do with the industry.





















#### Why Choose Capital Construction

For Your Home Remodeling Needs



#### Customer Commitment

We always strive to make a positive impact in our clients' lives through our top-notch customer ser vice and our unyielding drive to give you the best results



Through the use of the best materials, products, and service, we'll deliver the highest caliber results on every job we take on.



#### Integrity

You'll never be left in the dark for any part of the job! We'll always ensure that you know exactly what's happening and why through our standards of integrity.



#### Teamwork

Our top-notch collaboration and teamworking skills will guarantee that your needs are met and that you'll receive the best possible results.



#### Respect

We always do our best to lift people up! We encourage the development of our people and reward their performance.



#### Good Citizenship

In the communities where we live and work, we're model citizens!



#### Will To Win

Our desire to achieve in every aspect of our business drives the unparalleled effort that we put into all of our work.

#### Personal Accountability

We hold ourselves responsible for maintaining the highest standards of excellence in every facet of the job.



### Q: Are you saying you are the only company in the area who can up hold these standards?

A: Most companies cannot uphold them, but there are several good, honest contractors to be found. Take the time and make the best decision to suit your needs.

#### Q: Can a contractor just "fake" these standards?

A: Very unlikely. Most sketchy contractors that don't put the effort into making their business legit, also wouldn't put the effort into faking these standards. It is a lot easier for them to just move onto the next unsuspecting victim.

# Q: Are there any other things I should look for or watch out for that aren't listed in the pages of this guide?

- A: Look for some of these telltale signs of contractor who shouldn't be trusted:
- Main phone numbers that ring to cell phones or are never answered by receptionists
- Trucks without signage on them
- No business cards or cheap business cards
- No company logo on work clothes/uniforms
- Few references
- Unresolved BBB complaints or no report at all
- Prices that are unusually low compared to other bids
- No website or very poor website
- Ability to start on your job immediately- no backlog
- Unwillingness to give any information

For your convenience we have included a checklist of all the questions you should ask before hiring any contractor.

What To Look For	Capital Construction	Contractor A	Contractor B
Tangibility (Brick & Mortar, Offices/Showroom)	✓		
Bank & Supplier Reference Letters	$\checkmark$		
Construction Supervisor License	$\checkmark$		
Workman's Compensation & Liability Insurance	$\checkmark$		
Member of Certified Contractors Network	$\checkmark$		
Online reviews on Multiple Platforms	$\checkmark$		
Awards / Publications	$\checkmark$		
Detailed Bids with Proper Specifications	$\checkmark$		
A+ BBB Listing	$\checkmark$		
0% Financing Available	$\checkmark$		
Production & Client Relation Managers	$\checkmark$		
3D Visualization Tools for Ideas and Inspiration	$\checkmark$		
Manufactures Warranty	$\checkmark$		



								STEP 9		
								Job Installed	STEP 10	
STEP 1				STEP 5	STEP 6			PM must complete all daily SiteMax documents & photo	Quality Review	STEP 11
The Lead				Operations	Project Manager			uploads		Job Closed & Completion Call
Call Center assigns lead to Sales Department Product Line Manager assigns		STEP 3		Check pictures and scope to confirm correct size and measurements	Review project folder			All safety procedures to be implemented for entirety of project	PM completes a walk-through with client to confirm overall satisfaction	Inform client about Guild Quality Survey & Client Relations (close out phone call)
lead to Sales Representative	STEP 2	Production	STEP 4	Print and review Hover report	Review project in SiteMax			Document existing conditions. Any existing	Before leaving the project the PM must collect 100%	Ensure SiteMax
ales Representative receives lead via 1360 CRM	Job Sold	Coordinator	Corporate Services	Confirm contract details are clear	Schedule mini measure with Sales Representative			damaged areas should be photographed and immediately	of the final payment	documents and photographs are fully completed
Upon arrival, Sales Representative	Set clear	Apply for all permits Perform welcome	Review form of payment for	and accurate	If applicable make necessary	STEP 7		emailed to the Project Coordinator	Payment options: • Cash • Check • Website payment	Client Relations reaches out with
takes pictures, Hover or sketch.	expectations for project with homeowners	call and update homeowner	accuracy	accurate pricing	adjustments to material and scope. Changed items	Installer Package		If applicable, set up cut stations with dustless saws	Financing signoff	call, email and tex for review request & referral
Sales Representative fully completes	Get required signatures and	Ensure price matches I360 CRM and the agreement specifications	Expedite financing paperwork if applicable	Create pay-out sheets for installers	must be approved by VP of Operations	Installer package to		Install materials to specification and	Final payment to be turned into Corporate Services within 24-hours	Client Relations sends a list of
needs assessment form	documentation	Ensure payment	Turn job (NET) if deposit is correct via 1360 CRM	Make job notes for PM to review at mini measure	Schedule pre-con for installer & client	include: • Scope of work • Material list	STEP 8	follow scope within contract	Completion paperwork signed	weekly submittals to Guild Quality for surveying (touches with
Sales Representative prepares proposal	Download all pictures and upload needs assessment	terms are accurate, deposit and/or financing is	Ensure all client ID documents &		Review in detail the scope of work with	Hover     Install budget	Job Schedule & Materials	Contact Sales Representative or PM if additional	PM to upload	email/text and mailer)
for customer to present with Capital 5P sales	to 1360 CRM	secured and amount is correct	paperwork are secured, signed and uploaded in	Send order to vendor for material delivery	client (On-site)	Installer reviews package with PM at the Office	PM applies the date in which the	work is required	before & after beauty pictures for marketing	Client Relations approves list of
presentation	Upload Hover report or sketches as applicable	Ensure agreement is signed	relevant financial portals	VP of Operations approves commission via	Send purchase order (PO) to vendor for any additional materials	Installer signs hold	product is delivered to the job site via 1360 CRM	at end of day & perform a thorough clean up	In SiteMax	completed jobs wit CCC team and sen to G4 for future dri marketing
Representative pitches to poth buying parties	Result details of deposit, cash	Expedite plans/ building drawings/	Create new job in QuickBooks	1360 CRM Create new	Ensure purchase order (PO) is	harmless & master agreement	Ensure, via visual count, and SiteMax	Broom & magnet daily, ensuring	the final payment into I360 CRM and marks the	Before & after
on initial visit	or financing in 1360 CRM	sketches if required	Accounting creates estimate, invoices & sales receipts in	project in I360 CRM	recorded in 1360 CRM	Installer attends Pre-con with PM to	photo upload that all materials ordered have been delivered and are not	driveway and garden is nail free	sale paid in full	pictures uploaded o social media platforms: Facebook; Twitter
Before leaving the property, Sales Representative results sale status	If applicable bring deposit into the Office within	If there are any issues immediately e-mail the Sales Department	QuickBooks Print relevant	Create new project in SiteMax	Schedule dumpster & porta potty if applicable	access project scope and site conditions	damaged	All trash to be placed in the dumpster and jobsite	Accounting enters the check into QuickBooks	& Instagram
in 1360 CRM	24 hours	Create production	financial documents for client folder. Submit to PM	Enter job cost including labor & commissions in 1360	Assign project start date and post	PM & installer review material list for accuracy	All invoices given to homeowner with payment schedule	completely cleaned for final walk through.	Accounting to reconcile I360 CRM and QuickBooks and	Before & after beau shots updated or Corporate Office T
If company parameters are not met, opportunity	Immediately inform the Production Department of any	folder and give to VP of Operations for	Immediately inform VP of Operations of	CRM projects tab	building permit	Safety protocols	All partias ages to	If applicable minor excess materials to	moves the project to 100% completion for Senior Management	Project complete
moves to Rehash Division	unusual circumstances	a speedy production approval	any contract discrepancies	Submit folder to PM	Assign installation crew	discussed with installer and homeowner	All parties agree to firm start date	be moved to next project	final review and system closeout	ANOTHER HAPP CUSTOMER!

STEP 12

Our Mission Is Simple

To improve the lives of our customers by providing the highest quality building materials installed by highly skilled, professionally trained crafts person with the highest level of customer service.





#### Project Completion Certificate

Thank you very much for allowing our Company to be of service to you. By completing the form, this has allowed you to participate in our Company's overall goal, "100% Customer Satisfaction".

Your project has received a final inspection and at that time we will request the final payment. The payment may be credit card, check, or money order made payable to Capital Construction Contracting, Inc.

We continually adjust our business policies to meet our customer's needs. Should you have an issue promptly call our Production Department Coordinator at 617-319-1225.

Capital Construction has contracted Guild Quality to survey and rate all our projects. Your participation in this survey is much appreciated and will help us in our goal of 100% customer satisfaction.

Sincerely,



John Avagianos Project Manager Capital Construction Contracting, Inc.

### Affiliates



In conclusion, when you are hiring someone to do any type of work for your home, remember, it is your money, your home! Be sure you get everything in writing, ask all the questions on your mind and clearly understand the answers you receive.

Other than what has been mentioned here, there are several other ways to gather information on a company before giving anyone a dime. Check with consumer-to-consumer reporting groups like the **Better Business Bureau**, at **BBB.org** or **CCN** at **CertifiedContractorsNetwork.com** 

If all this makes sense and you are curious about our approach to remodeling, please give us a call. We'll be happy to answer all of your questions.

As part of our commitment to our previous and potential new customers, at your request, we will set up a time to come to your home to answer your questions and concerns. At this time we can also determine if we can meet your remodeling needs.

We provide this as a FREE, NO OBLIGATION service for you and your family. Hopefully, we can show you, as we have thousands of others, how to make your home absolutely gorgeous, and something to be truly proud of!

Remember that when Capital Construction Contracting, Inc. visits your home, we are not going to use high-pressure sales tactics. It is simply a chance for you to meet us and see if our services can benefit you. If, after our meeting, you believe there is no benefit to be derived from working with us, we simply leave and that is that. If, however, you do find that you would like our help, we will discuss how we proceed from there.

We can't think of a better way to do business. Can you?

If you think our approach is fair and honest, please consider Capital Construction Contracting for your construction needs.

Best of luck with your remodeling plans!

Sincerely,

A

David Arrowsmith 617.319.1225



The Difference Is Professionalism!

## The Only Exterior Remodeler You Will Ever Need!

PITAL

ONSTRUCTION

354 Turnpike Street, Canton, MA 02021

For more Information

617.319.1225

CapitalConstructionContracting.com





If you're interested in a career with Capital Construction Contracting Email: President@CapitalCons.com