



Construction Plus, Inc.

# RAISING THE ROOF

WITH COMMITMENT, PROFESSIONALISM AND INTEGRITY

Spring 2000

established 1988

## *How Did Hilliard Lyons Move Into Their New Home Under Budget?*



**Hilliard Lyons** move into their new offices at Hannah Place in March was on time and under budget. How?

This project is a perfect example of why negotiating with a professional contractor results in real maximum value for your construction dollar. The developer was guaranteed a price and a completion date, both of which were improved upon by the team.

When **Paige Investments** selected **Construction Plus Inc.** to build their project, they put their project in the hands of professionals. Professionals dedicated to building a sense of team as well as a quality structure. The trust that evolved as the project moved forward is reflected in the final product.

This is what it means to build a project on the fast track.

*“Construction Plus did a great job on our building. During construction, my partner & I would walk through our future space and I would say, ‘This is how a building should be built!’ The subcontractors were all top notch, and we have been impressed with the coordination and pace of the construction with such a high level of quality.”*

*Stan Shelton, Partner  
Hilliard Lyons*

The building was under construction while final design development details were being worked out, saving time and money. The interior design and space planning was completed while the building was being bricked, in time to implement the environmental control systems into the structure. The result? A custom office building which truly performs for the tenant – on time and under budget!

**Eddie Hyde** and **Greg Whitaker** represented **CPI** as Project Manager and Superintendent on the project. They orchestrated the exchange of information required between **Architect Bill Martin, Paige Investments and Hilliard Lyons** to achieve the timely and economical completion of this truly fast tracked project.

**Construction Plus Inc...**Building Trust,  
One Project At A Time.



## CONSTRUCTION & MEDICINE ? *Could They Have Something In Common?*

Sometimes renovating an occupied and functioning facility is like performing a medical procedure without anesthetic. During the procedure is not the time to discover you have the wrong person performing the operation. The facelift at the **Knoxville Racquet Club** is a perfect example of how painless it can be.

Established in 1961, the Knoxville Racquet Club has always been known for offering its members the finest facilities and programs available. With the recent completion of the new locker room, clubhouse and bathhouse renovations they can now lay claim as one of the most prestigious and largest tennis and swim complexes in the Southeast. **Construction Plus, Inc.**, was selected to complete the 6,000 square foot renovation in phases while the club remained open for seasonal use.

**Construction Plus Inc.** began by providing a preliminary cost evaluation for the club to use to budget and fund the project. A year after the analysis, **CPI** was asked if they could meet the schedule and the same budget. After some hard work, the answer was a resounding YES! Despite a year of inflation, **CPI** value engineered the project and met ALL of the client's needs, from completing the scope of work, to schedule, to cost.



*"Deadlines, Deadlines, Deadlines... Yes, there were plenty of deadlines and challenges for Construction Plus to meet. You met every one. You certainly were responsive to our needs. Your team of professionals should be congratulated. I remember one meeting in which you stated, 'CPI stands by their work and commitments.' In a industry that most of the time lives by the code, 'Out of sight out of mind,' I can attest that you and Construction Plus do stand by your commitments. Our Board of Directors and Members are elated with the results. I appreciate your commitment to customer satisfaction."*

**Tom Mozur**  
General Manager

Working against a Memorial Day deadline, the Clubhouse and Bathhouse were completed first with new lockers, indoor and outdoor showers, restroom facilities, reception area, and kitchen and dining areas. After completing these two phases, the Indoor Court area was renovated including new locker rooms, restrooms, sauna, and nursery.

Although existing conditions required some field modifications from the original concept, the work was completed ahead of schedule and under budget without interruption of services to the members. **CPI** is proud to have been a part of this prestigious project.

**Construction Plus Inc....**Building Trust, One Project At A Time.

# CONSTRUCTION TODAY

## *Horror Stories...What Can Happen If You Select the Wrong Contractor*



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If you are involved in any building project, someone has to select a General Contractor. Before you prioritize that decision, consider what can happen if that person selects the wrong one. These are just two recent horror stories we have heard from people who suffered through the consequences of a bad decision.

- “We asked contractors to submit prices on our project based upon schematic drawings; to establish the financial feasibility of the project. Despite the fact that we knew *Construction Plus*’ price for the project was based upon their professional knowledge of what it would take to build the facility on time and with quality, we still fell prey to the low price game. **Their competitor told us what we wanted to hear, and submitted a lower price.** After the drawings were completed, the price went up. Then the job was started and the change orders began to come. **The job was late, inferior in quality, and the cost, well, it ended up much higher than *Construction Plus*’ original quote.”**

The lesson learned, the following is from the same client:

- **“When we built again, we called *Construction Plus*.** They led us through the process from the planning to grand opening, without a glitch. The price and time they quoted in the beginning was the real price and time. **I never knew it could be this easy; *Construction Plus* saved me time, money and headache, not to mention the building is quality constructed.”**

Another horror story:

- “We competitively bid our Family Life Center. The low bid was only \$7,000 lower than *Construction Plus*’. The low bidder, knowing the proximity of the bids, and *Construction Plus*’ reputation for quality and service then submitted a bid revision, lowering their bid an additional \$20,000. We were drawn in by the lure of low price, (or at least by the illusion of low price). Then the honeymoon was over.”

“The project started late and finished even later. By the end the change orders were excessive, the dedication ceremony had to be rescheduled 3 times, and there was a lot of finger pointing going on. We ended up with a late project, paid too much for it and the entire process was considered one of misery, simply because of the human tendency to fall for the illusion of low price. **Next time we’ll call *Construction Plus Inc.* and do it right.”**

**How do you avoid these types of situations, where everybody loses? First, decide to put a professional contractor on your team as early as possible. Second, select your contractor based upon their experience, track record, and the satisfaction of their clients.** Select the company that you feel is trustworthy. Go to their office, see how they do business, talk to past clients. Is their focus on building projects or a relationship with you? Do they listen? Will a principle in the firm be assigned to your project or someone less experienced?

Contractors who build structurally sound buildings are competent, but not exceptional. At *Construction Plus Inc.* our goal is to meet our clients needs and EXCEED their expectations; that is exceptional. We want to delight you with our service and results; that is professionalism. Your vision is more than a project to *Construction Plus Inc.*; it is our commitment. That commitment is to provide you with quality, service and professionalism. Thus our slogan... **“Your Vision...Our Commitment”**.

If you’re vision includes commercial construction and you want results, not promises, call us today. We would love the opportunity to help you turn your vision into reality. I personally guarantee you will love the results.

Sanford C. Loy,  
President



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Building Your Vision with **Commitment**, **Professionalism** and **Integrity**

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## **MRS. WINNERS & CPI**

### ***The Beginning of a New Relationship***

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**CPI** has just teamed up with **Michael Evans** and **Architect Margaret Butler of Martella and Associates**, to build several Mrs. Winners restaurants in 2000 and 2001. The rendering at right shows the new prototype design.



**Construction Plus** was selected to work with the Architect to provide pre-construction services such as material selections, budgeting, and value engineering.

**CPI** is proud to be a part of the Mrs. Winners team.

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