

# When Designing, Shared Values Matter



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Finding architecture and design partners whose core values align with your own remodeling company's is essential to creating win-win projects—for you, your design partner, and, most of all, your client.

**O**ur company is not a design-build firm. We specialize in customer service, communication, and the overall management of residential remodel project production. Because we do not have in-house designers, developing relationships with independent designers and architects has been a vital part of producing successful remodels and growing our company.

We invest a great deal of time and resources in training and developing our model of delivering excellent customer service and effective communication. We have discovered over time that not every designer or architect was the best partner for our business. Either there was too much overlap in services or simply conflicting systems for developing projects through the planning and budgeting stages.

We are very grateful to have assembled an excellent group of independent architectural and design specialists over the course of many years to partner with—people who share our company values. To achieve this, we had to take the time to meet and discuss services, systems, and core values prior to working on any projects together. At these meetings, our primary focus was learning about their business, but also ensuring full transparency and being up front about how we do business and what to expect when working with us.

*Before you engage another company on a project, make sure that you truly see eye to eye. It will save you and the client a lot of headaches.*

What we have learned is that the development of each project through planning and budgeting really sets the stage for our clients from a relationship standpoint. It takes a team effort. Everyone must be on the same page to avoid confusion, inefficiencies, budget overruns, and, most importantly, loss of trust from the client before the project even starts production.

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