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BROWN BUILDING & REMODELING offers and provides custom Residential and Commercial Design / Build Services to Virginia's Eastern Shore

Our Vision

We are committed to providing unequalled excellence in the building industry, resulting in completely satisfied, lifetime **Brown Building & Remodeling** customers.

Guiding Principles and Value

We believe in exceeding our customer's expectations for courtesy, service and value

We believe that happy, satisfied customers are a result of happy, satisfied employees. We value creativity, productivity and loyalty, and encourage independent thinking and teamwork.

We believe that honesty, trust and respect are the foundation of good relationships with our customers, our suppliers, and each other.

We believe that our future success is assured by our commitment to continuous improvement as individuals and as a team.

Our Commitment

We are committed to being the best building organization on the Eastern Shore.

Because our people are the best in the business, I have full confidence that you will receive the very best treatment.

If for any reason you do not receive what you consider the very best treatment, you can call me at my office or at home:

Monday-Friday, Daytime **757-302-0422**
Saturday, Sundays & Evenings **757-709-9170**

We are committed to being the best. We can reach our goal only if you are completely satisfied.

Sincerely,

Bill Brown, CGR
President

Will Brown, CGR
Vice President

Our President, Bill Brown and Vice President, Will Brown are Certified Graduate Remodelors(CGR). Bill, Will and **Brown Building & Remodeling, Inc.** subscribe to the **Remodelors Council** code of ethics based on professional workmanship and customer satisfaction.

What is a Certified Graduate Remodeler? - To obtain the CGR designation, a remodeler must meet nationally defined criteria for previous experience, adhere to prescribed business standards, and engage in continuing education.

To maintain the CGR designation, all CGRs must complete a continuing education requirement every 3 years. When remodelers demonstrate a commitment to the industry, they also prove their concern for customers. Continuing education includes business-related seminars, trade shows and courses designed to enhance professional skills.

We pledge to:

Provide the best building value possible.

Protect the consumer through the use of high quality materials and remodeling.

Meet all of their financial obligations in a responsible manner.

Comply with the spirit and letter of their business contracts, and manage all employees, subcontractors, and suppliers with fairness and honor.

Keep informed regarding public policies and other essential information, which affects their business interests and those of the building industry as a whole.

Comply with the rules and regulations prescribed by law and government agencies for the health, safety, and welfare of the community.

Provide timely response to items covered under warranty.

Seek to resolve any controversy in which they may become involved through a non-litigation dispute resolution mechanism.

Refrain from harming, either directly or indirectly, the professional reputation practice, or employment of another builder.