

# GOLDSBOROUGH DESIGN BUILD

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FOR EXCELLENCE IN DESIGN AND CONSTRUCTION

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Dear Homeowner,

As president of Goldsborough Design Build, I understand that my customers have many choices when selecting a remodeling firm for their new kitchen, bath, addition or living space.

**WITH  
DETERMINATION  
WE PURSUE OUR  
CRAFT**

But not all remodeling firms are alike. Goldsborough Design Build stands apart from the rest by demanding only the highest quality craftsmanship, only the most innovative designs and only the best people to get the job done with minimal disruption to your home and to your lifestyle. And we have a string of happy customers who'll testify to these very facts.

At Goldsborough Design Build, our excellent design team and construction staff, with its successful history creating exciting living spaces for clients in Maryland, Northern Virginia and Washington, D.C., accounts for every detail — however small — to ensure that your remodeling dreams become a reality.

With confidence and pride, I can say that Goldsborough Design Build's experience, professionalism and honesty are unmatched in today's competitive home remodeling market.

The enclosed materials illuminate our tested approach to the specialized task of remodeling your home. We've tried to address all of your concerns and questions before you undertake your remodeling project.

If you have additional questions, or if you'd like to speak to me personally, please call (301) 721-1900 to schedule an appointment.

On behalf of everyone at Goldsborough Design Build, I look forward to welcoming you as a new client.

Sincerely,

*Mark B. Goldsborough*

Mark B. Goldsborough, CR, CGR  
President  
Goldsborough Design Build

P.S. Remember, before you select a remodeling company for your dream design project, it's important to get all the facts. Schedule a free consultation today!

**WITH  
DISTINCTION  
WE MAKE A  
DIFFERENCE**

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QUALITY • INNOVATION • EXPERIENCE

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18956 Bonanza Way Gaithersburg, MD 20879  
(301) 721-1900 (Fax) 301-721-9899  
<http://goldsboroughdb.com> • [remodel@goldsboroughdb.com](mailto:remodel@goldsboroughdb.com)  
MHIC # 121409 • DC Lic. # 04369XXXX-53001703 • VA Class A Lic: 2705 071702A

## MISSION STATEMENT

“Goldsborough Design Build will be regarded as the best, full-service remodeling firm in the Washington metro area.”

## TEN COMMITMENTS TO OUR CLIENTS

1. Our commitment to quality, professionalism and honesty.
2. Our commitment to honoring our craft with creative design executed with high-quality workmanship.
3. Our commitment to delivering, on time, a defect-free product using a cohesive, communicative team.
  4. Our commitment to a “client-first” attitude.
  5. Our commitment to exceed our client’s expectations.
  6. Our commitment to creative problem solving.
7. Our commitment to promptly service our work in the event of problems.
  8. Our commitment to effective business management.
9. Our commitment to respect the neighborhoods where we work and to treat the environment with care.
  10. Our commitment to enjoy what we do every day!

# REMODELING PHASES

## WHAT OUR CUSTOMERS CAN EXPECT FROM THE DESIGN PROCESS

### DESIGN PHASE

The Design Build Process best serves our clients by offering a one-stop solution that satisfies the numerous components of a remodeling project.

In the Design Phase, we focus on the development of working drawings that enable the field crew to build your project to the proper specifications.

We’ll start with drawings that sketch our common vision, and then create final architectural blueprints\* that meet your expectations for detail, quality and artistic design.

Next, you’ll choose the finishes and products for your customized living space. GDB will guide you through the selection process, helping you to find the vendors that will supply the products of your choice.

These specifications will be incorporated into the construction documents, which also include a payment schedule with final pricing, and start and completion dates.

**GOOD DESIGN  
STARTS WITH  
UNDERSTANDING  
OUR CLIENTS’  
NEEDS**

Goldsborough Design Build will next seek a building permit from the proper jurisdiction to begin construction.

### CONSTRUCTION PHASE

Projects are formally kicked off at a Pre-Construction Meeting, when you’ll receive your Project Manual, which contains personnel contacts, site rules and regulations, non-emergency, emergency and payment procedures and other useful information.

*(Please continue)*

*\*GDB Original Designs and Plan Documents are the property of Goldsborough Design Build. Design Service Fees are calculated at 6 percent of the projected costs of the remodeling job.*

You'll also be introduced to the Project Superintendent, who will be on site daily, serving as your primary GDB contact, the lead carpenter and manager of job site

personnel and sub-contractors.

You'll also meet the Director of Construction, Tim Micek, who is responsible for quality

control and general troubleshooting. He will make regular visits to your project, and communicate with you as construction proceeds.

We'll ask you to fill out the Project Manual forms that detail for us your contact information, special procedures for children and other family members, and additional household matters that we should be aware of before we get started.

We'll also go over important start-up items, such as the staging areas for the dumpster, street site, portable facilities, fencing and vehicles, and answer your questions.

All of these steps will help us create an atmosphere that minimizes the project's impact on your daily routines.

## COMPLETION PHASE

Upon job completion, you'll receive GDB's Warranty and Care Manual, which highlights our warranty policies, common care and maintenance tips, and helpful Web sites, as well as a copy of the Project Completion Checklist.

At this time, we'll seek your feedback on the project, and ask you to rate our work by filling out and sending in the survey at the back of your Project Manual.

## QUALITY WORKMANSHIP — OUR PROMISE FULFILLED

## WHAT OUR CUSTOMERS SAY

**“Anyone who hires Goldsborough Design has my stamp of approval, and, in particular, I hope they are so lucky to get Cesar [Reyes] and his men to work on their home.”**

**Herta B. Feely  
Washington, D.C.**

**“The project was completed on time as you had promised — something extremely rare, if not impossible, to find with other construction firms. Your firm is a cut above the rest.”**

**Robert W. Gurney, M.D.  
Reston, VA**

## SATISFIED CUSTOMERS

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### GOLDSBOROUGH DESIGN BUILD: OUR CLIENTS SAY IT ALL

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Goldsborough Design Build crafted an array of different projects for these satisfied clients.  
Please let us know if you'd like to contact one of these customers for a reference.

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**Herta & Jim Feely**

*Project: Addition*

Washington, DC

202-244-8535

**Dr. Robert Gurney**

*Project: Addition/Renovation*

Herndon, Virginia

703-404-2627

**Jerry Pfeffer**

*Project: Family Room Addition*

Chevy Chase, Maryland

301-469-0754

**Diane Blagman &**

**Mike Botelho**

*Project: Master Bath/Foyer Renovation*

Potomac, Maryland

301-762-6031

**Joseph & Susan Hornyak**

*Project: Studio*

Bethesda, Maryland

301-263-9632

**Glen & Katherine Dodson**

*Project: Kitchen Renovation/Porch*

Potomac, Maryland

301-590-1063

**Halyna Breslawec & Author Levine**

*Project: Addition*

Potomac, Maryland

301-983-0152

**Andrew & Cheryl New**

*Project: Addition/Renovation*

Rockville, Maryland

301-770-9494