



**Dickson Development Corporation**

*A Tradition of Innovative Quality Construction*

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## Building Success 101

*Q: Is there a comprehensive home maintenance book or other resource you recommend?*

A: Home maintenance is a topic rich in printed and online resources. Among a library full of books, two of the best in terms of practicality and usefulness are the New Fix-It-Yourself Manual: How to Repair, Clean, and Maintain Anything and Everything In and Around Your Home from the editors at Reader's Digest, and The Complete Photo Guide to Home Repair from Creative Publishing International. Both are available at online and retail booksellers. A good website to check out

## After the Home is Built...

Today, in our building industry, simple respect and responsiveness seems to be more the exception than the rule ... especially after the completion of the work. How a homebuilder manages customer service, also called warranty service, is a key indicator of the company's overall professionalism and ability to meet (and ideally exceed) a client's expectations. We at Dickson Development strive to deliver exceptional service to our clients not only during the construction process but with quality warranty service.

Our goal as a professional builder is to quickly and completely respond to and resolve issues that come up during the time a home is under warranty. As a critical part of providing great housing value and achieving customer satisfaction, we encourage questions from our clients and respond to their concerns in a timely and respectful manner.

Our written builder's warranty, which we make part of our contracts, addresses specific issues with a home related to its structural components (such as the foundation and frame), basic electrical and other mechanical systems, and the quality of workmanship for a set time period.

**Documentation.** A documented process for responding to call-backs and customer service inquiries creates a "paper trail" that ensures that questions and concerns are properly communicated, managed, and resolved. We ask that all requests for service unless it is an emergency be in writing.

**Response time.** Responding to a service call is more an issue of timing than time; the key is to understand which calls will be addressed immediately, and which may require or allow more time. No one likes to wonder if or when a call or email will be answered; our clients can depend on getting a reply from us within a reasonable time frame. Confirmation of the request for service is the first step in the process.

**Collective calls.** Even if we respond to a warranty service call within a day or so, making a visit to the house to resolve a non-emergency situation may be timed to coincide with other scheduled work at the house. This "collective call" minimizes the number of times our client needs to be at home to make the house available to our warranty service team. Of course, emergency calls demand immediate attention, but collective calls can be a more convenient and reliable way to address a variety of concerns or maintenance issues at the same time.

is  
[www.hometips.com](http://www.hometips.com),  
which provides  
information as well  
as links to several  
other resources.

All of us at Dickson  
Development wish  
you and your loved  
ones a happy and  
healthy holiday  
season and new  
year.

Our goal as a building professional is to provide each client with the best living experience possible. We are always refining and trying to improve our customer service process so that we can continue to offer superior service to our clients. Superior warranty service is just one aspect of the outstanding services Dickson Development strives to offer our clients along with design and construction.

Warm regards,

*Richard*

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