

Industry News: October Highlights

A round-up of news from D.C.-area professionals

By John Byrd

On-Time Guarantee

Contractors become overbooked pretty easily these days, and what suffers isn't your budget nor the project's quality-but the schedule. To meet and exceed their customer's expectations, BOWA Builders of McLean, Va., is now offering an on-time guarantee program: If BOWA doesn't meet mutually-agreed upon completion dates, they will provide the client with a luxury resort package (including airfare). "We have a passion for delivering heroic customer service," says David Flyer, BOWA's chief operating officer. "So our on-time guarantee program has teeth"