

# Celebrating 30 Years of Growing Up with Area Families



**Founded In: 1988**  
Offices in McLean and Middleburg  
Serving VA, DC, MD  
703-734-9050  
<https://bowa.com/>

By Josh Baker | Founder and Co-Chairman

From our first deck addition to our most recent whole-condo renovation, BOWA has grown up with hundreds of DC-area families over the past 30 years. It has been an honor to help these families to transform their homes to meet their evolving needs. From making room for new additions and improving functionality for busy lives to preparing for aging in place and caring for in-laws, we've been there every step of the way.

### A BETTER REMODELING EXPERIENCE

Why do clients come back to BOWA for a second, third or fifth time? Why do they refer their family and friends without hesitation? It's simple. BOWA's client-first approach and unwavering

commitment to delivering heroic customer service are a refreshing alternative to the typical remodeling experience.

Perhaps this recent Google review by Geoff Etnire, says it best: "We have remodeled four houses, two in the last six years in the DC area. All four contractors were professional and did solid work, but we had never experienced the customer service and attention to detail that we received from BOWA. BOWA delivered on schedule and on-budget..." Or this one from Mike Wheeler, "The BOWA team made our full house renovation project seamless. High quality, customer focused, and professional. Follow on support and service has been everything promised." We take great pride in delivering a better remodeling experience from feasibility and design through construction and beyond, and are flattered when clients take the time to share comments such as these.

### WHAT MAKES THE BOWA EXPERIENCE BETTER?

Without a doubt, it's our people and our processes. With an average tenure of over 12 years, BOWA's employees are among the best in the industry. The team includes trained and registered architects,

the area's leading green building expert, the former chapter president of NARI, former business owners, VPs of production with 30+ years of experience, project supervisors who have been with BOWA for more than 24 years, and 78 employees committed to delivering heroic customer service every single day. The leadership's philosophy of providing employees with career opportunities, not just jobs, has played a critical role in building a team of this caliber and delivering consistently upon its promises.

### BOWA'S COMMITMENT TO QUALITY CONSTRUCTION

All our projects in construction and beyond benefit from the expertise of BOWA's Vice President of Best Practices Doug Horgan. With BOWA since 1989, Doug is a nationally recognized remodeling speaker and author and a consummate learner. He views every trouble-shooting instance as an opportunity to improve upon our already high construction standards. Based on the findings, Doug refines our processes as needed and trains our team and partners. This profound, company-wide commitment to continual improvement and quality control is evident in every BOWA project, and an investment not often seen from other remodelers.

### ADDRESSING COMMON REMODELING CONCERNS

Even after 30 years in business, we're

constantly honing our processes. Many of our practices were put in place to allay common remodeling concerns, so clients can move forward in confidence. These practices range from encouraging fixed-price contracts in most scenarios and providing open-book budgets to staffing projects with full-time, onsite supervision to ensure efficiency, good communications and quality construction. Our dedicated Customer Service Team is another example. These professionals are available to clients 24/7 to help with emergencies, warranty items and future small projects, leaving no question about how to get support after the project is complete. We even have a number of "Good Neighbor" programs in place to proactively manage communications and avoid the usual hassles. Neighbors call thanking us for being considerate and clients are amazed when neighbors praise their remodeler. Sometimes it's the little things that make all the difference, and we've got them covered!

All of us at BOWA are humbled by the opportunities we have had over the past 30 years. The relationships that have been forged with clients and partners, resulting in more than 85% of our projects coming from repeat clients and a steady stream of referrals, are cherished. The trust and confidence these families display each time they invite us into their homes is celebrated each and every day.

## ENJOY YOUR *remodeling* EXPERIENCE<sup>SM</sup>



Thank you for inviting us into your homes for the past 30 years!

What if we could promise you a remarkable remodeling experience? One where you could count on your remodeler to go above and beyond, deliver your project on time *and* on budget, and stand behind their work for years to come. Believe it or not, it is possible. Start designing your project with BOWA for quality, value and an experience you can enjoy.



[www.bowa.com](http://www.bowa.com)

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