

My BBB Accreditation Works for ME!

H H Custom Remodeling, LLC

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BBB Accredited since February 2008



HH Custom Remodeling owner George Hammack says being Accredited with the Better Business Bureau says that his business is part of an elite group in "a circle of trust." "That's important to customers," Hammack says. "You can't put a dollar sign on a happy customer...their satisfaction is invaluable. That's why I stay BBB Accredited. Customers check me out with the BBB before hiring. When they hear I have committed to ethical business practices, that gets me referrals."

Hammack started his business in February 2007. "My grandfather was a woodworker," he says. "I was proud of him and looked up to him. I am continuing the tradition by sharing remodeling with my son." He also says general contracting has helped him increase his knowledge in all areas of the field, making him more effective in learning the trades.

"I prefer remodeling over new construction," Hammack says. "It allows you to take something that is not right and make it almost perfect. We can look at a project with a new pair of eyes and see a project differently than a customer does and offer other options to them."

Ethics have been slipping in some areas of the contracting and remodeling industries, Hammack says, because some people are just trying to make quick money and not taking the extra steps to make certain the job is a quality job. "I catch a ton of horror stories from people who hired someone who was less reputable but cheaper, and left them with a mess. Then they call me to come fix it right. That's why it pays to use BBB Accredited Businesses. I'd sooner lose money than do a substandard job."

BBB Accreditation provides peace of mind to consumers and businesses, he says. "It backs up your reputation as an ethical business," he says. "I'm giving my customers my name, my pride and my word. My name is all I've got and if I lose that, I've lost everything."

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