CASE STUDY

KUHL SOLUTIONS TO CLIENT PROBLEMS

KUHL CASE #9

Low Bidding Minneapolis Contractor Wins Again

Six Examples of How the Cheapest Company Costs the Most

After being in business this long we have countless examples of crappy work done by other contractors here in the Twin Cities. Sometimes it's a matter of inexperience while others it is a question of ethics. Either way, it's a giant buzz kill to find out the guy you hired a while back pulled a fast one and left you with a bad job. But in defense of good contractors in Minneapolis–and there are many of them–homeowners frequently bear some responsibility in this story because they cared more about low price than other factors. Yes, this is a case study about getting what you pay for.

Heat cable job on Edina Country Club home. Cheap cable bought from Home Depot. Spaghetti install method used.

Cedar roof washing attempted on roof that should never have been washed. We ended up replacing this roof.

Kickout flashing installed on cedar roof in Minnetonka. It was not installed into the stucco and was therefore useless.

Cedar roof deemed worthy by our competitor of washing and restoration. Bad idea. We replaced this roof a year later.

Roof damage caused by ice dam removal with a hammer and pick in Edina. The valley metal was punctured in many locations. Ouch.

Chimney cap repaired via the application of magic goop. This 'ten year fix' lasted two years. We replaced the chimney crown entirely.

So, what is our point?

You hear it all the time. You get what you pay for. Well, yes and no. We all know it's possible to pay a lot for crappy work and on rare occasion pay a little for excellent work. Still, it's generally true that the 'get-what-you-pay-for' principle applies to residential contracting here in the Minnesota. If you receive an estimate from our competition that is substantially lower, the odds are they are including lower quality labor or materials, they plan on change-ordering you to death, they have figured out ways to cut corners during the job, or a combination of all the above. It's normally not the case that the other company has decided to profit less from their work. They run a business, after all.

In the case of Kuhl, what you buy always aligns with what you spend because we jointly agree on your needs up front. Want to perform your work on a tight budget? Not a problem. Concerned mostly about the long-term performance of the work? Not a problem. The work we do for you-and what it costs-will depend on the needs you express while we are estimating your project.