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JLM Customer Focus

Abbey Run Construction Deerfield, NH

A full service construction company, Abbey Run Construction has been building homes and light commercial structures in southern New Hampshire and northern Massachusetts since 2005.

Based in Deerfield, NH, Abbey Run does it all...from country barns to custom homes, replacement windows to siding, land clearing to septic systems, and remodeling to extreme home makeovers.

Owner, Bob deRose, developed a strategy to diversify his business in order to survive and grow during the slow years. He bought his own heavy equipment and trucks, and has his own work crews, so he is not dependent on subcontractors and their work schedules. For example, this year deRose purchased equipment so he can now provide foundation waterproofing services. At this point, he only subs out work to

the trades, and does everything else including excavation, framing, roofing and siding.

Typically Abbey Run will have at least four house projects going on at any one time, but deRose's planning makes the work go



smoothly. Each house will be at a different stage of construction, so crews can go from one house to the next, and the homeowner will see that, once the job is started, there is no pause in the work until the house is ready for occupancy.

Bob is very hands-on and personally supervises the work done at every Abbey Run job site. He believes in offering excellent customer service, and makes sure

his customers can always reach him. Because of his excellent track record and over-the-top customer service, Bob is proud to say he closes 98% of the jobs he estimates.

A loyal Jackson Lumber & Millwork customer for the last six years, Bob appreciates Jackson's high level of customer service. He commented, "It's not about saving the penny; it's about the best quality products and best customer service." Bob expects his vendors to make buying from them easy for him, saying "He doesn't want to work hard to spend his money."

Bob remarked that "Customer service is #1 to Jackson Lumber & Millwork," and that his salesperson offers "Service that is second to none, often personally delivering small orders to the job site if needed." He also thinks the JLM delivery drivers are great guys, commenting, "You will never hear them say 'that's not my job' and they never complain about picking up returns."