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top-tier custom building

Randy L. McKee

Bob Pack, owner of *Quality Construction Services*, built his first Apple Valley home in 2004, prompting many customer inquiries in subsequent years. Vast experience and attention to quality makes QCS stand out in the crowded new home market, while offering 100% turnkey construction and budget planning for clients. See *page 4*.

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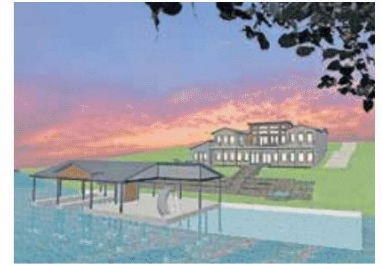
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COVER STORY



Tori Harroff Photography



Randy McKee
Our use of 3D design software allows clients to visualize their projects ahead of time, ensuring informed decisions and minimizing costly change orders later.

QUALITY CONSTRUCTION SERVICES

offers top-tier custom building

By Ken McEntee

Apple Valley is among the most desirable homebuilding locations in Ohio, noted Bob Pack, owner of Quality Construction Services. Although the area now has many contractors vying for business in Apple Valley and its surrounding areas, QCS has been delighting homeowners since 2002. So much so that one of the company's projects was featured on HGTV in May 2017.

"What truly sets us apart is our focus on delivering personalized design and planning solutions," Pack said. "We offer creative space planning that helps clients maximize their homes for entertaining family and friends. Our use of 3D design software allows our clients to visualize their projects well before construction begins, ensuring informed decisions and minimizing costly change orders later."


QCS specializes in design solutions, custom home building and large-scale remodeling projects.

"We do 100% turnkey construction and budget planning for our clients," Pack said. "I believe we owe our clients a fiduciary duty that I owe not just to my clients but also to the public. So, when somebody contacts us, we're not just trying to make a sale. We want to work with that client to provide good consultation that results in their complete satisfaction."

Whether it's a new build or a remodeling project, Pack said he emphasizes realistic budgeting with no unpleasant surprises.

"We want to educate our clients, so they understand all the costs involved before we get started," he said. "We actually work with them to make sure they can afford the project, so they don't have those painful surprises later."

Pack said he built his first Apple Valley home in 2005. A second followed a couple years later — then the inquiries started to come in.



We do 100% turnkey construction and budget planning for our clients.
— Bob Pack, Owner

"While we were building the second home a couple stopped in and requested us to build a similar house for them on their lot in Apple Valley," Pack said. "We started to get busy after that."

Shortly afterward, QCS started to create its own home designs.

"In 2010, we had a customer hire us to



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QCS specializes in design solutions, custom home building and large-scale remodeling projects.

build a lake house, but we couldn't find a draftsman to do the drawings," Pack said. "So, I learned to digitally create plans on an advanced design software that enabled me to create 3D models. It really set us apart because nobody else in our area at the time was offering 3D design."

Pack, who previously owned a flooring business, also had kitchen and bath design experience for a home improvement retailer.

Meanwhile, he said, he was one of the first contractors in the area to offer virtual meetings with out-of-town clients — long before the pandemic made the technology popular.

"We were working with clients who lived in Florida," Pack said. "We started to give them virtual updates using Team Viewer to host weekly calls which allowed us to share our designs and show them how their finished project would look from hundreds of miles away. We could make sure that every room of the house was catered specifically to the client's individual needs and their family's unique lifestyle. The virtual meetings were a big hit."

QCS has a full-time interior designer

to help guide clients with selection materials and color palettes. QCS uses Amish craftsmen on its projects and offers a two-year warranty that covers everything from mechanical problems to cosmetic defects. According to Pack, "That's double the industry standards".

"That's important when people are trying to find a qualified, experienced contractor who is going to stand behind their work," Pack said. "Our goal is to make sure we're batting 100% in customer satisfaction and providing an exceptional experience with clients who choose us to consult, design, plan and build their project. In the end, I want my clients to feel good about working with us and feel comfortable referring us to family and friends."

You can get your new building or home remodeling project started by contacting Quality Construction Services, at 740-599-2599. You can learn more by visiting QualityLakeHomeBuilders.com. QCS is located at 20426 Coshocton Road, in Mt. Vernon. This story has been underwritten by Quality Construction Services.