



BUILT ON TRUST

When asked to explain his business philosophy, Peter Glaw pauses. As owner and operator of Premier Quality Renovations, he doesn't take these things lightly, so his response is well considered.

"Do good work and the customers will come," he says.

And they've been doing just that.

Like any highly regarded service, your reputation grows on word of mouth, and this has been the best salesman Glaw has found. He realizes that he can tell you he does good work, but it's even better if someone else says so. "Friends tell their friends, and they tell their friends," he explains. "It doesn't get any better than that."

A large portion of Glaw's reputation has been earned through his honest and straightforward approach. He treats his projects as though he's working on his own home, plus he makes sure his customers are not in for any surprises. He includes them in the process each step of the way, showing them what he's doing and why his approach takes care of their interests.

Specializing in the "art" of construction, Glaw tackles every new job with a customized approach. And just like any other work of art, no two construction jobs are the same—that's why he pays particular attention to all the details to make sure he delivers what customers ask for.

His projects range from homes to condominium units, each with unique requirements. In particular, Glaw is adept at dealing with condos where various approvals are needed, such as property management, zoning bylaws and condo regulations—he knows what has to be done before renovations can proceed.

When working on homes, Glaw and his team understand the return on investment in respect to renovations. Specializing in kitchens, bathrooms and flooring, Glaw says improving these areas gets the best return in resale.

But Premier Quality Renovations is not just tied to these areas. From his own workers to the sub-trades whom he employs, Glaw's expertise relies on old-world craftsmanship that extends into all kinds of building and renovations in the areas of residential, commercial and industrial projects.

On top of this, he offers benefits others don't. Unlike other contractors who demand hefty upfront fees only to disappear for weeks on end, Glaw offers a pay-as-you-go plan that can lessen the financial burden on the client.

However, Glaw believes the clincher is the guarantee he offers to all customers. He's sure it's unique. "One of things that attracts customers to us is our lifetime guarantee—who else offers that?" Glaw asks. "We believe in our work so much, that if anything ever goes wrong, we'll fix it."

It doesn't get any better than that.



AT A GLANCE



Premier Quality Renovations

Communities: Mississauga, Toronto and surrounding areas

Certifications: General Building Renovator, Fall Prevention and Protection, WHIMS, Health and Safety Awareness, Building Code Training

Reliability: Interior and exterior custom construction, renos, additions, installations and repairs

Telephone: 905-286-0303

Website: premier-renovations.com

TALKING POINT



Customer First

No job is too small.

That's a motto Peter Glaw started his career with, and it's one he still carries to this day.

Throughout his long career in the home building and renovation field, Glaw has found that specialized skills, those needed to do smaller jobs around a home, are slowly disappearing. This makes it difficult for homeowners to find someone to, say, install a toilet, patch a hole in the wall or even fix some squeaky floors.

"It's very frustrating for homeowners, because they don't know who to turn to," he says. This is where Premier Quality Renovations comes in.

Glaw says he will gladly handle these kinds of tasks simply because no one else will. He runs into the situation regularly.

He believes this type of practice makes good business sense and admits, while he has lost money on such projects, it's helped him when the client remembers the good service they received.

