

One of our values is hospitality or bedside manner, and so you notice, as architecture engineers, it's nothing about the detail, it's nothing about the bolt pattern, it's about listening. Listen to their concerns. Listen to their fears. Help them design a fix that helps them through their concerns.

Our building doctor process is very similar. It's three easy steps: diagnose, prescribe and treat. Diagnose. Let's figure out what's going on with your building. Let's figure out those extraneous conditions. Let's figure out your history. Have there been any other reports done? Can we build on anything that's already here? And that's where we would investigate the building. We would open up; whether it's visual or invasive, we would understand the problem and understand how deep it goes or understand the significance of it and go from there.

Then you move into the treat process. That treat process is: develop a set of plans and specs that can fix the building. Basically write the recipe to be able to give it to the bakers of the world, the contractors, so that they can put a price on it and they can come back and you can even tie that to a contract. Here's the scope of work. Here's what you need to do. Here's how you do it.

And then the treat phase, for us, is overseeing the contractors, making sure they're doing it correctly. We always work, partner with contractors and make sure they're putting it back together correctly and answer questions. As they find surprises or find hidden damage, we're there to help them sift through that.

Then when the project is all done, there's that support role, which is, hey, the life of the building is ... there's going to be ongoing house calls. There's going to be future remodeling. There's going to be, whether it's reserve studies, helping you plan for future repairs, et cetera. We can help you down the line with that.