

# THE METROPOLITAN BUILDER

Greater Houston Edition

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A woman with blonde hair, wearing a bright lime green V-neck top tied at the waist and blue jeans, stands in a modern kitchen. She is leaning on a white marble countertop. The kitchen features white cabinetry, a white subway tile backsplash, and a large window with a brass faucet. A brass chandelier hangs above the island. The overall aesthetic is bright and contemporary.

## Termeer Design Group – Following in Her Father’s Footsteps

The Process Matters –  
Remodeling Team LLC

Dialogue with a Designer:  
Teri Pugh

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# THE METROPOLITAN BUILDER

An Industry Trade Publication | *May 2023*



*Feature Story*

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Website  
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Printed in the USA  
by Seaway Printing

The Metropolitan Builder is a local trade publication published monthly in an informative and positive manner. Copies are mailed, free of charge, to building professionals throughout the greater Houston area. The opinions and facts expressed in The Metropolitan Builder magazine are those of the authors or columnist and do not necessarily reflect the views of the publisher, nor do they constitute an endorsement of products or services herein. The Metropolitan Builder strives to ensure the accuracy of the magazine's contents. However, should inaccuracies or omissions occur, we do not assume responsibility. The Metropolitan Builder reserves the right to refuse any advertisement. This publication may not be reproduced, in whole or in part, without the expressed prior written permission of the publisher.

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# PUBLISHER'S NOTE

**Giselle Bernard**  
*Publisher*

I've talked to many builders, remodelers, interior designers, and vendors who have shared that business is fantastic! They have found themselves in a position where they don't need to market or worry about lead generation because



their business is entirely referral-based. It's the position that all companies should find themselves once they've been in business for several years. Building a company based on integrity yields a solid brand reputation for the quality of work and excellent service they provide their customers. What a huge blessing it is to have customers fall into your lap without having to do anything. It negates having to worry about the survival of a business.

So things are great, and business is flowing as usual. What happens when mortgage and interest rates start rising, and residential construction shows signs of decline? Demand is highly responsive to the changes in interest rates, right? While uncertain about our future market, we need to think about tightening our belts and fine-tuning our businesses. How do we start?

Evaluate your customer by looking at your competitors. What are they doing to make customers happy? What are they doing that customers dislike? How do you differentiate your company from theirs? Is there an issue that customers are experiencing that your company can address? This type of information will give you the insight needed to make your products or services even better regarding price and quality.

Don't forget to let your existing customers know you appreciate and value their business. The Metropolitan Builder has a great business model in which we collaborate as a team to partner with the building professional regarding marketing to the consumer looking to build, buy or remodel.



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# 6 Overlooked Keys to Building a Winning Team



by Sheles Wallace

## 1. Strong Leadership

Strong leaders build trust by being transparent and honest, demonstrating competence and expertise, and showing a genuine interest in their team members' well-being. This trust helps to foster a sense of loyalty and commitment among team members, leading to a more cohesive and productive team.

## 2. Common Goal

Clarity helps create a shared sense of purpose and direction, ensuring everyone works towards the same goal.

## 3. Rules of the Game

Strong leaders hold people accountable for their actions, setting clear expectations and following through with consequences when necessary. This accountability helps create a culture of responsibility and ownership, ensuring everyone pulls their weight and contributes to the team's success.

## 4. Action Plan

Strong leaders provide support and development opportunities for their team members, helping them to develop their skills and reach their full potential. This support helps to build confidence and a sense of ownership among team members, leading to greater engagement and productivity.

## 5. Support Risk Taking

Zappos, a well-known company purchased by Amazon for approximately one billion dollars, has been recognized for its unique and innovative approach to business. Zappos supports risk-taking by creating a culture encouraging experimentation, creativity, and innovation. Encouraging



Experimentation: Zappos encourages its employees to experiment with new ideas and take calculated risks. The company provides its employees with the freedom and autonomy to try new things without fear of failure

Zappos provides employees with the resources and support to pursue new ideas and take risks. Resources and support include funding for research and development and access to mentors and experts who can provide guidance and feedback.

## 6. 100% Inclusion

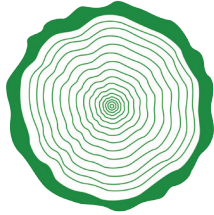
In summary, leaders can ensure that all team members are included by establishing clear communication channels, encouraging collaboration, providing equal opportunities, recognizing and valuing diversity, and listening to feedback. By following these steps, leaders can create an inclusive and supportive environment that encourages all team members to contribute to the team's success.

Sheles Wallace

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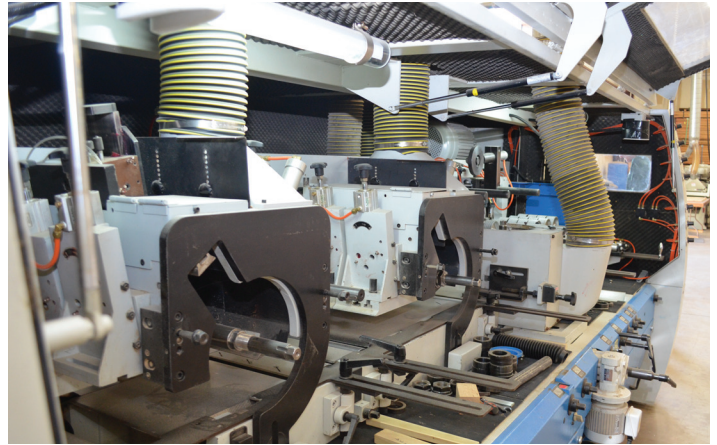
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## Sales Professionals

### Customer Reviews

**Cullen Franz - Savannah Grace Homes**

“Hardwood Products has gone over and above to source the best quality materials for the best price to help me grow my business. Kenny Francis and the HWP team has provided me with outstanding customer services that leaves other competitors in the dust. I can’t say enough about the value that I have received in partnering with HWP. My custom homes have never looked so good !! Thank you Kenny and HWP !!”

**Matt Sneller – Sneller Custom Homes and Remodeling**

“I have known and worked with Kenny/Hardwood Products for over 15 years. We consider them to be one of our most loyal and trusted trade partners. We are a custom builder/remodeler and use them for a lot of our interior and exterior trimwork/materials. Their pricing is fantastic, but even better than that is their customer service. Kenny is always easy to get a hold of and super responsive to any issue that arises. We would highly recommend using them!”

**Rick Davis - DC Kitchens & Remodeling**

I can’t say enough about working with Hardwood Products. I’ve been in business for about 35 years and have been working with Hardwood products for as long as I can remember. I find their entire staff trustworthy and extremely professional, especially Kenny and Laura. The entire staff has a full understanding of their extensive line of hardwood products. I find that they are extremely dependable, and their customer service is outstanding. They always go out of their way in providing the very best in high-quality materials and for the best price. Not only that, I find them to be very dependable. I can trust that they will always be on top of things. I feel more comfortable working with them than anyone else.



**Charlie Molloy -  
cmolloy@hwp.us**

Charlie has over 30 years of experience in the building material industry, dating from 1992 to the present. He has expert knowledge of most building products, including hardwood lumber, plywood, cabinet hardware, plastic laminate, and custom moldings. In his previous years, he was a manager in the grocery industry

for Eagle Discount Supermarkets and Randall’s Food markets in the Houston area. His strengths include managing employees, customer service relations, logistics, and outside sales. He has lived in the Houston area since 1968 and spent his childhood in Spring Branch, graduating from Spring Woods High School. He went to the University of Houston where he majored in Music, Hotel and Restaurant Management, and Business management. Hobbies include playing the National Anthem with his trumpet at professional baseball games, hiking in the Big Bend area, and woodworking. Charlie has been married 39 years and has one son, a daughter, and two grandchildren.



**Kenny Francis -  
kfrancis@hwp.us**

Kenneth has 32 years of experience in the building industry from 1990 to present. He started at Wilsonart in 1990-2001 in the Houston area. He was employed as the operations manager of over 27 employees. He decided to take his sales knowledge & expertise to Hardwood Products 2001 - present. Kenny enjoys working

with companies & building relationships. From commercial millwork shops and remodelers to Custom Builders. Every day is a challenge, from supply & demand to rising costs. Providing innovation & service for the customer is the bottom line. Kenny has lived in Houston his entire life & knows the area well. His hobbies are anything outdoors, from hunting and exercise to sports. He has a wife of 17 years & two beautiful daughters.



# Termeer Design Group - Following in Her Father's Footsteps

By Mary Lynn Mabray, ASID

Sharon Termeer Cabral was introduced into the homebuilding industry by way of her father, John Termeer, a well-known and respected homebuilder in the Houston area, specifically North Harris County, Montgomery County, Magnolia, and Lake Conroe. The company has been in business since 1992 when Sharon's father founded it. This remarkable family, John, his wife Ginny, and daughters Teri and Sharon worked well as a team, with John and Sharon handling the construction, Teri the design, and Ginny handling the office administration. Their company's foundation was made even stronger with the talent brought forth in working closely with John Wilbois, their architect.

The alliance between the Termeer and Wilbois families continues to this day between Sharon and John Wilbois'

son, Chayne. It truly is a family business. Clients can depend upon seeing Sharon, the sole superintendent, or Chayne, the architect, throughout the process. They are both hands-on from the day the clients walk through the door. They still consider themselves a design-build team.

Sharon began her building career in a suburb of Atlanta, Georgia. She later joined her family's homebuilding business in the Woodlands area to help with two showcase homes that needed her expertise to complete quickly. While it was temporary, she fell in love with the area and enjoyed working with her family so much that she moved from Georgia to the Woodlands and became her father's trusted right hand and on-site superintendent, guiding all the sub-contractors to ensure all homes were built to specifications.





This writer rarely has the pleasure of interviewing a woman who excels in home building, a primarily male profession. Sharon may be a woman in a man's world, but that's one of the many things that make her a remarkable custom builder. She is highly intuitive and anticipates the needs of her clients. Being a woman and continuing her father's company elicits the loyalty of the sub-contractors who worked for her and her father. She has a reputation for being fair, honest, and a straight shooter. They know she understands the ever-changing building industry inside out; hence, she has earned the respect of every sub on the job.

Sharon works with her sister Teri Pugh, owner of Teri Pugh Design, who assists in a client's overall design vision. Together they genuinely understand the areas of the home that need a female touch, particularly the kitchen, the primary ensuite, the family areas, and the storage. She possesses a culinary degree and is exceptionally knowledgeable in all appliance-related things and upgrades that make a kitchen easy to function and a joy in which to entertain.

Details matter throughout the home, but nowhere are they more important than in the design and style of cabinetry, molding, ergonomically correct height and

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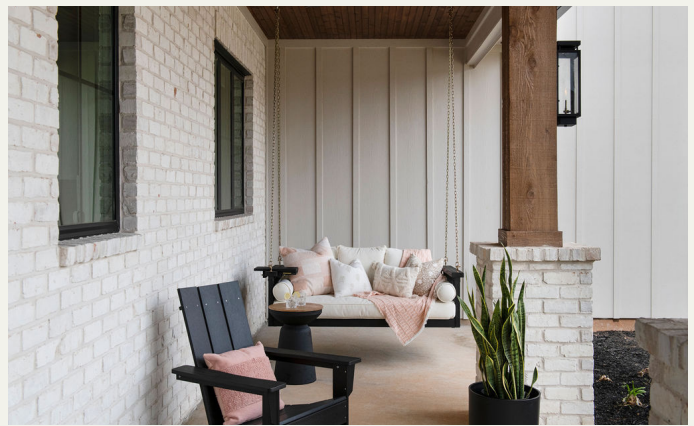


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width of counter spaces, and large pantries that make organizing food efficient. The importance of closets with many drawers, pull-outs, touch latches, and hidden hinges is understood. In the kitchen, cabinets need specific spaces for pots, pans, platters, all sizes of bowls, and cutlery. Termeer Design Group takes great pride in being a builder to which a woman can relate.

Sharon has built her business through the blessings of referrals. That speaks volumes about her character and the product she produces. She understands the importance of communicating with her customers so that the process is genuinely understood. She also understands being respectful of her client's time. The process begins with a client meeting between the builder, architect, and client. Every session is handled the same way, from the preliminary stage to the final product. Sharon and Chayne are there to ensure every detail on the client's wish list is met.

Termeer Design Group takes great pride in catering to their client's needs and requirements, paying particular attention to craftsmanship and quality. It is essential to Sharon that all homes be timeless in nature and reflects the homeowner's vision. Each home is one of a kind, keeping in mind the owner's style, personality, and



requests. Sharon and her team work diligently with the floor plans to ensure the home functions and flows like the clients' lifestyle. Even more remarkable are the lake-front properties, where she ensures every view is a view of the lake. If you know anything about design and architecture, you will quickly realize it's challenging. Each home makes a statement.

Sharon's homes are stunning from exterior to interior and curb to the street. She's won several coveted GHBA Prism awards for building excellence, exemplifying her talent.

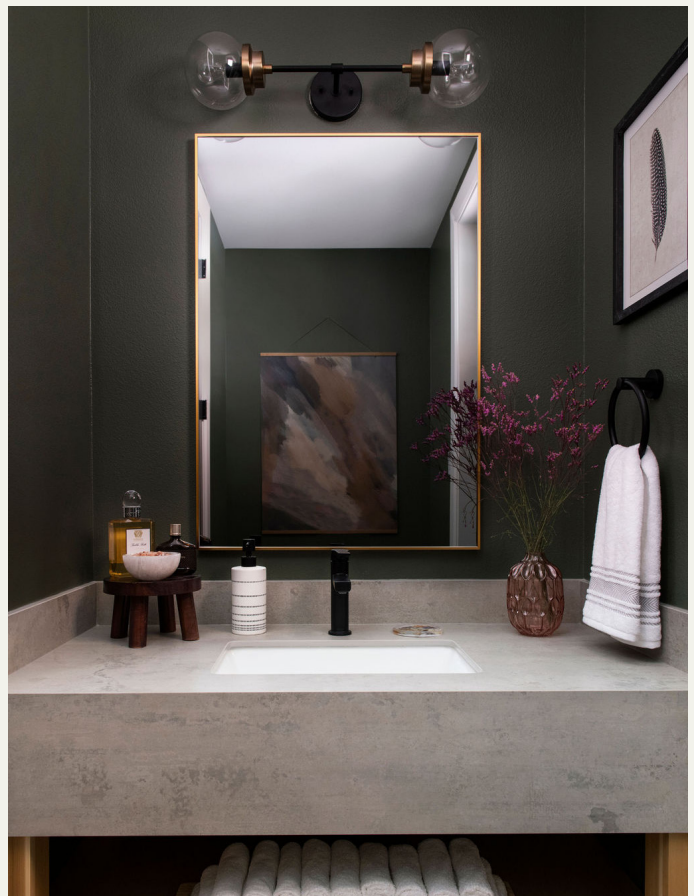
Termeer Design Group luxury homes are often called dream homes for a reason. You'll find these beautifully built homes in all the high-end areas of North Houston, from Benders Landing, Carlton Woods, Bentwater, and High Meadow Estates.

*For more information, contact  
Sharon at the Termeer Design Group*

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*Interior Design by Teri Pugh Studio*





# The Process Matters

By Mary Lynn Mabray, ASID

Ruben Carranza, now owner of Remodeling Team LLC, began a career in construction twelve years ago in the commercial building industry specializing in space planning and construction management. Those skills served him well when he decided to open his own residential remodeling business.

Ruben knew he'd made the right choice; even though residential remodeling was new to him, he found working directly with homeowners rewarding and fulfilling. Before he knew it, one job was completed and another one was waiting in the wings. When a remodeler gets glowing reviews from clients, word spreads quickly. It certainly did in Ruben's case.

For twelve years, one job has followed another, with others willing to wait until Ruben and his crew could fit them and their project into a consistently busy schedule. Remarkably, the entire team are family members, from the demo crew to the plumber, drywall expert, framer, roofer, electrician,



cabinet maker, or flooring expert. Ruben knows what each trade is doing and when, as he supervises all jobs and is on-site throughout.

When a client deals with one trade, they know they are in good hands because that person or persons would not be on Ruben's team if they weren't the best at their chosen craft. Ruben's wife, Alba, keeps the books and schedule up to date to keep everything rolling smoothly. She orders all materials, ensuring they arrive on the job when needed. Even Ruben's and Alba's children, Valery, seven, and Christopher, seventeen, get in on the act and voice their opinions.

For the last several years, Ruben has worked hand in hand with an interior design specialist, Ingela Barton. Together,

they have made a fantastic team. Whatever Ingela came up with to improve a home, Ruben found a way to make it work. When a designer works with a craftsman-like Ruben, clients know they have hit the jackpot because they know, without a doubt, they can depend upon Ruben and his team to deliver their vision. The end result is always a happy homeowner.

The one thing that Ruben enjoys about residential remodeling is the opportunity to meet people from all walks of life. Over the years, several former clients have become close friends of the family. Ruben considers their friendships a blessing.

When I asked Ruben what he felt the most important

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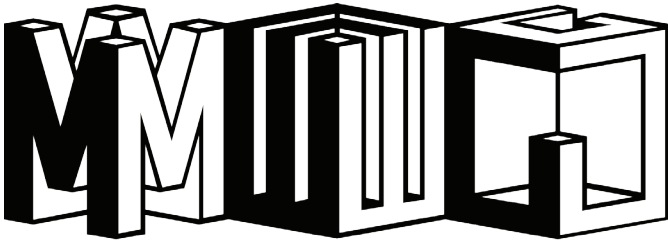
aspect of remodeling was, he said, “it is all about the process. I want every client to feel and know that their job is important to me and that I will always be accessible to them. I want them to enjoy the process”.

Ruben and his talented team work in all parts of Houston: from Sugarland to West University, Tanglewood, and the Heights. They specialize in ranch style, modern farmhouse, traditional, French, and Scandinavian design.

If the client can think of it, Ruben and his team have the ability to visualize a completed project, making their vision a reality. As Ruben says, “it’s all about the process.” This is a man that takes great pride in his work and in his family.

When looking to remodel, expertise tops the list of qualities and characteristics when choosing an outstanding home remodeling company.

*For more information about Remodeling Team LLC,  
contact Ruben Carranza  
by phone at 832-492-0196  
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## Customer Reviews

**Matt Sneller -**  
*Sneller Custom Homes*

We are a custom builder/remodeler and have been working with Esvin/MWG for about 4 years now. They are one of our best trade partners that we have. Esvin is extremely creative and great around our clients, but he also does what he says he's going to do and is great about staying in communication. He has done everything from simple framed glass shower doors to very detailed shower enclosures to custom cabinet doors to a custom metal and wood table for our new conference room. I would highly recommend working with MWG!

**Michael Pelletier**  
*President/Owner Fairmont Custom Homes*

We have been working with Esvin Tista and MWG Innovations for over 5 years. Esvin is our go to for shower glass and mirror work. I am proud to say that we have been able to set market trends with the help of MWG Innovations and his excellent customer service. Rarely, do I find an individual that is as reliable as Esvin in our world of building custom homes. Esvin has been a great partner for Fairmont Custom Homes bringing excellent value to our customers and helping us become the number one builder in Fulshear, TX. We look forward to our continued relationship with MWG Innovations.

**Brandon Kraut -**  
*Construction Project Manager at Urban Craftsman*  
The MWG team does beautiful work, has great customer service, communicates clearly, and provides a great experience! I am a project manager for a custom home builder and we exclusively use MWG for our shower enclosures and glass work. I had them do my new shower enclosure at home as well. You can't go wrong with MWG!

## Sales Professionals



**Esvin Tista -** *Esvin@mwginnovations.com*

In his 12 years of experience in the glass industry, Esvin found himself wanting to do more than install glass. As a true Texan, he believes everything is bigger in Texas and decided to open his own business in 2018. Esvin is talented and has the passion and vision for designing and fabricating unique pieces of art for metal, wood, and glass consisting of shower doors, vanities, mirrors, handrails, and more. He credits his passion to his loving family and success to his professional team. When his not working, you will find Esvin enjoying the beautiful Houston weather fishing, hoping to catch more than a cold breeze on a sunny, rainy day, all in one trip to the bay!



**Lilian Tista -** *ltista@mwginnovations.com*

Lilian is experienced in management accounting. In search of a better balance between work and family time, she joined Metal Wood Glass Innovations LLC in 2021. Her commitment is to provide excellent service, helping the corporation to create and build a better business. She enjoys the opportunity to serve customers on a personal level and the originality behind each project. She spends her free time with her son. She loves to run, and occasionally you will find her running marathons and obstacle course races.

# Indulge In These New Luxury Products

By Linda Jennings

Today's new product designs for the kitchen and bath combine beauty and functionality. From jaw-dropping bath fixtures to colorful sinks and ultra-luxe marble towel

warmers, these innovative new products elevate the luxury factor providing builders and homeowners with fixtures that are a wise investment with a wow factor!



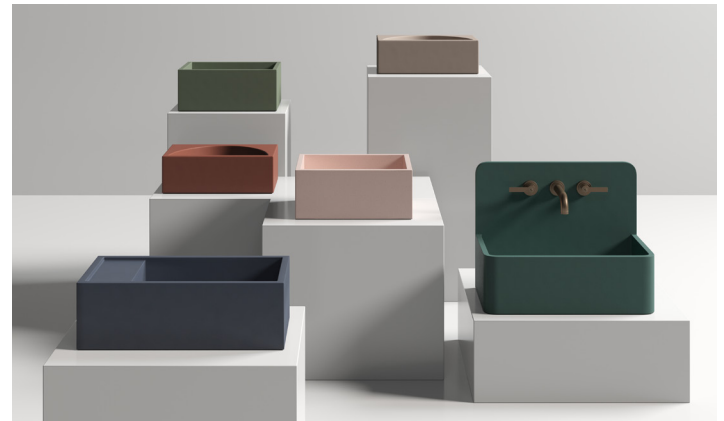
Gessi's Venti20

## Water Delivery Upgrade

Gessi partnered with renowned Spanish designer Lázaro Rosa Violán to create the eclectic Venti20 collection of bath hardware. With elegant detailing and simple lines, the award-winning series brings the infectious spirit and joy of the Roaring 20s into modern times. Venti20 has a definite industrial vibe – notice the detailed handles, fluted bodies and reflective cuts – and adds interest with soft curves and inviting textures. Each piece is carefully considered and balanced to look beautiful from every angle. Gessi has expanded the collection to include all manner of mixers for basins, baths and showers, as well as freestanding tubs, washbasin and bidets, and even towel rails and soap holders. Venti20 designs are offered in an amazing selection of fine finishes, from traditional favorites like aged bronze and antique brass to modern options such as chrome and brushed black metal.

## A Touch of Color

Claybrook Interiors caught our attention with their colorful rainbow of MarbleForm wall hung basins. Six new color options -- including Forest Green, Brick, Midnight Blue, Leather, Nude and Olive Green – are joined by four new basin styles to really ramp up the number of design possibilities. Wall-hung basins are increasingly popular



Claybrook Interiors' MarbleForm basins

for their space-saving benefits and chic modern style. MarbleForm is a sustainable up-cycled product produced from reclaimed marble dust left over from the production of mosaic tiles. Using patented technology, the dust bits are combined with high-performance resins and color pigments to create a non-porous finished product that is extremely durable, stain resistant, heat retentive and easy to maintain.



The Bowie Pedestal Sink from MTI Baths

## Texture in Unexpected Places

The unique pleated design of the Bowie pedestal sink by MTI Baths adds visual interest and texture. The intricate detailing was developed in collaboration with Source, a leading design firm based in Atlanta. It's a great way to add texture and a bit of unexpected style to the bathroom. The sink is crafted



from MTI's proprietary stone material, a mostly organic mixture of ground natural minerals and high-performance resins that give the look and feel of real stone. The sink is available in a soft matte finish or a hand-polished deep gloss with eight different exterior color options. MTI also offers a coordinating freestanding Bowie tub to create a beautifully cohesive finished space.



HamatUSA's Fireclay sink

### Fine Fireclay

HamatUSA has introduced a fabulous new line of fireclay sinks. Each sink is made by hand at their state-of-the-art facility using a special blend of fireclay and advanced injection molding. The sinks are fired in a kiln for more than 20 hours at 2200° to form a glossy finish that is remarkably durable. In addition to their fireclay collection,

HamatUSA manufactures sinks from stainless steel, porcelain enameled steel, granite composite and hand-hammered copper, as well as complimentary lines of traditional and contemporary faucets.

### Luxurious Warmth

The Sterlingham Company Ltd brings the luxury with their beautiful display of brass towel warmers. Made in Britain using time-honored techniques, these warmers are a luxurious yet practical addition to the bathroom. They gently warm towels using floor- or wall-mounted warmers in both classic and contemporary designs. We particularly love their cascade collection which stacks horizontal rails along the wall in custom configurations. They also offer robe warmers and washstands, all made by hand with the greatest care and attention to detail.



*To find out more about the hardware and fixture products mentioned here, visit their websites:*

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# Dialogue with a Designer

## Teri Pugh

*Baths Of America opened its doors in January 2005 when brothers Ali and Zeeshan Sultanali decided to start selling plumbing and tiles to the Houston market. Baths of America focuses on customer service and partners only with brands offering quality products and customer service. In addition to plumbing, Baths of America now offers door and cabinet hardware, major appliances, cabinetry, and countertops. It has turned into a one-stop shop for designers, builders, and architects, offering the latest designs and trends in the market.*

*This month Baths Of America speaks with Teri Pugh, owner of Teri Pugh Studio. As the daughter of a luxury residential builder, it is undeniable Teri Pugh has a passion for home from the ground up and inside out. Teri's elegant west coast style originated with her upbringing in San Bernadino, California. Today, beautiful spaces with eclectic flair have come to life with her Interior Design and General Contracting services. Teri's firm are all members of the American Society of Interior Designers. She worked early in her career at the Texas Society of Architects and has a tremendous passion for art which she studied in her youth and in college. In 1996 she established her business, Teri Pugh Studio, offering turn-key design services, and is*

*widely recognized as a state-of-the-art Interior Designer. She resides in Houston, Texas, with her husband, Phillip, with doors wide open for entertaining family and friends. When it comes to Teri's happy place, let nature abound, especially with her dogs & horses.*

**BATHS OF AMERICA:** *What motivated you to enter interior design?*

**Teri Pugh:** From a very young age, I've always had a passion for beautiful, whether it be nature, art, architecture, or fashion. As a kid, I was very creative and artistic. Throughout my life's journey, I landed in this fun and fulfilling industry. Over the years, my experience in art, architecture, and building culminated in where I am now, living my best life as an Interior Designer.

**BATHS OF AMERICA:** *How has the field of interior design changed since you graduated?*

**Teri Pugh:** Well, that has been a while! But everything changes and evolves, which is the beautiful part of what we do.

**BATHS OF AMERICA:** *How can an experienced interior designer help a custom home builder or a remodeling*

*Continued on page 16*



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## Sales Professionals



**Jeff Steiner -**  
*jsteiner@bathsofamerica.com*

Jeff has always enjoyed working with people and being able to offer them his exceptional services. No matter the size of the job, Jeff makes sure that the customer is satisfied and that the job he started gets his full attention until completion. After sales, Jeff also follows up with clients to ensure they are aware of the functions of the products they have purchased and if he can assist in any product demo in person. Jeff, along with his assistant, Hillary Ratliff, started the appliance builder sales division at Baths of America. He has been in the appliance industry for 30 years now and has led Baths of America to one of the largest appliance dealers in Houston, TX.



**Hillary Ratliff -**  
*Hratliff@bathsofamerica.com*

Hillary has been in appliance builder sales for the past four years and has no plans to go to another industry. Assisting Jeff with his builders, Hillary makes sure that products are ordered, scheduled for installation and the logistics of jobs are handled sufficiently. Hillary enjoys the appliance category as it is a very niche, and the relationships that she's made in this industry. Helping builders and meeting new clients and industry partners has become a reason why Hillary plans to keep continuing her plans to grow in the appliance industry.



**Chadney Alvarez-**  
*chadney@bathsofamerica.com*

Chadney has been in plumbing and hardware sales for 25 years now. Starting as a bookkeeper at EXPO Design Center at age 18, she has developed herself into one of the leading salespersons in the plumbing and hardware industry. Developing customer relationships is very important to Chadney and a key reason why she's been very successful in maintaining her business. Starting from the beginning, when plans are just on paper, making selections, and seeing the final projects come to fruition a year or so later makes me love what I do.

## Customer Reviews

**Brian Phillips - Cayson Graye/Alair Homes**

As a custom home builder, we have specific needs when it comes to appliances for our projects. Jeff and his team offer not only the selection we need for our clients, but also the expertise, competitive pricing and professional installs. Baths of America is a vendor with whom we are very proud to partner.

**Courtney C - Client**

After having a horrible experience at another appliance dealer, we stopped into Baths of America on a whim and were paired with Vincent. We told him about our situation and the terrible experience we had been having with the other company, and he was able to get us our appliances in a reasonable time. Not only was he upfront with us, but he was in constant communication with us throughout the whole process. We had some issues with installation on our end due to our contractor's mistake, and Vincent was even able to help us remedy the situation. Thank you, Vincent for helping us 100% through the whole process and always being in constant communication. True customer service!

**Coraline Wheeler - Designer Details**

Love! Love! Love this place. You will be pleasantly surprised to enter a beautifully designed showroom with a lot of exciting eye candy!! Every time without fail, the customer service has been excellent. Their knowledge and quick turnaround with quotes are always impressive, especially given the current environment. The range of products is a visual delight as well as impressive to take clients to when sourcing appliances, faucets, hardware etc. A must-visit! You won't be disappointed.

Continued from page 14

**contractor with their building or remodeling projects?**

**Teri Pugh:** We like to be involved on a project in its infancy stage. We also take great pride in our teamwork between the architect, builder, trades, and client. This allows us to be certain ours and our client's vision comes to life.

**BATHS OF AMERICA: What sets you apart from other designers?**

**Teri Pugh:** My 20+ years of experience, my team, my background in art, and my being a part of my family's custom home-building business for over ten years set me apart from other interior designers. I have also independently built and remodeled many projects over the years, which gives a builder and client assurance in our ability to provide sound advice and intelligent, thought-out selections.

**BATHS OF AMERICA: What has been your most challenging project and why?**

**Teri Pugh:** They are all challenging. Each project has its separate components, from the very individuality of the clients to unexpected job surprises. There's never a dull moment.

**BATHS OF AMERICA: How do you begin the materials selection process when working with builders' and remodelers' clients?**

**Teri Pugh:** Again, we like to be involved early on so that the majority of the selections are complete before the foundation pour. Generally, an architect, the builder, and the client have multiple meetings at our studio to make complete selections. These are entered into our shared internet platform, which includes detailed specifications and schedules for the builder and client. This ensures that everyone is involved and on the same page with a complete understanding of all project elements and the client's vision.

**BATHS OF AMERICA: What are some common mistakes builders and homeowners make?**

**Teri Pugh:** That's a great question. How about not having someone like a designer on their team who understands them and helps them throughout the entire process to achieve the best possible final product?

**BATHS OF AMERICA: Speaking about staying current, how do you keep yourself up to date with all the design trends happening in the industry today?**

**Teri Pugh:** We are continually growing, researching, and highly involved in our design community, the American Society of Interior Designers.

**BATHS OF AMERICA: What is your favorite design style?**

Continued on page 18





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**Richard Arnold -**  
*richard@ifhouston.com*

Richard Arnold is the proud co-founder of International Flooring and is based in Houston, TX. With over 25 years of experience in the building industry, Richard has worked his way up from Construction Manager overseeing over 200 home builds to becoming the CEO of three construction companies: International Flooring,

Texas Treads, and Karina Homes. His robust construction knowledge qualifies him to solve a variety of building needs, from product sourcing to installation, crew management, and more. Richard takes a hands-on approach with clients through multiple job site visits and straightforward advice. Working with Richard means connecting with Houston's top custom builders, designers, and remodelers

## Customer Reviews

**David Herzog, CEO - Herzog Homes, LLC**

Herzog Homes has built over 2,000 on the east coast. When we opened our Texas division, we learned of Richard Arnold, owner of International Flooring, by way of a very strong recommendation from our construction lender. Any referral from a construction lender is extremely credible. We met with Richard and the rest is history. They installed the flooring in our first home over 5 years ago, and they have done every home since, including two of my personal homes. Accordingly, we have given Richard and his company abundant referrals to customers, friends, designers, and builders alike. Additionally, we strongly recommended them to the CBUSA builder chapter for membership. This is a very selective organization, comprised of over 50 regional builder who work with our internally approved trade contractor and suppliers. After membership vetting, they were accepted, and we are elated to have them as part of the CBUSA team. Richard and International Flooring have executed expertly, their employees are professionals, and we cannot say enough great things about this company. They are regularly voted favorite quarterly trade by our team, and we look forward to decades of continued partnership. I am happily available to discuss our superb relationship with International Flooring. I can be reached at David@HerzogHomes.com or 832-314-9000.

**Selena MacKay, Owner of The WM**

International Flooring is my go to source for flooring. The selection is outstanding. Richard is very knowledgeable and is able to always meet our budget with quality products that make my clients super happy!! The service is excellent and overall a great experience working with him.

**Steve Gulledge, Gulledge Homes**

I highly recommend using International Flooring for all your flooring needs. Richard Arnold, an owner of International Flooring, knows his product inside and out. He can explain the different wood species and flooring options to my clients, so they are well-informed in making their flooring decisions. Richard bids on the job and walks the jobs, overseeing the jobs closely. He communicates daily and closely with his project manager, Eduardo Trigo with whom I really enjoy working. International Flooring provides my clients and I with outstanding service. If there are issues with punch items, they take care of it right away. I must add that Richard has built an island butcherblock countertop for me that turned out fabulous.



*Continued from page 15*

**Teri Pugh:** I try to reflect our client’s style, so I pretty much like most. I do prefer design that is timeless and classic. Another favorite design style of mine is mixing things that people wouldn’t normally put together, making for highly unique interiors and finished products.

**BATHS OF AMERICA:** *What fascinates you, and how have you incorporated that into your designs?*

**Teri Pugh:** Challenges. They always make me be my creative best.

**BATHS OF AMERICA:** *How would you characterize your style?*

**Teri Pugh:** Reflective of my client, but with a very hands-on approach to keeping it current and beautiful.

**BATHS OF AMERICA:** *Any last thoughts or comments?*

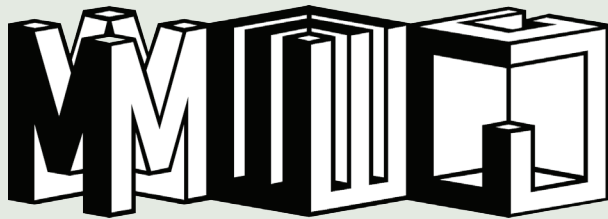
**Teri Pugh:** Thank you for outlets and resources like magazines to connect people and reflect fantastic design style.



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**Teri Pugh, owner**  
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**Houston, TX 77024**  
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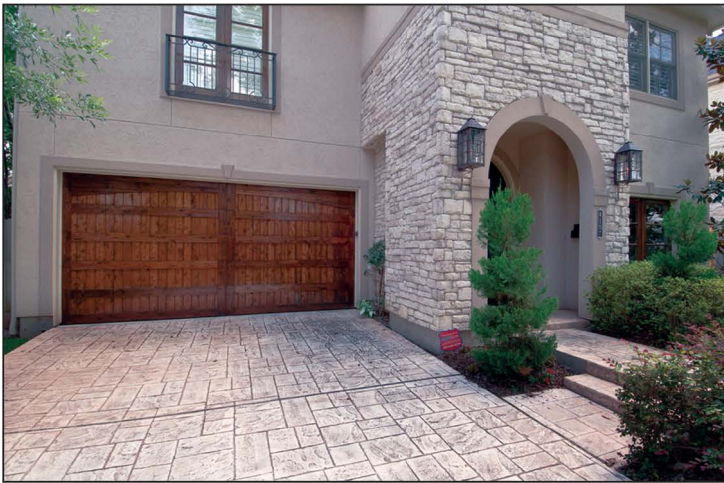
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