

THE

# METROPOLITAN BUILDER

*A Guide to Remodeling with Confidence*



Remodeling Houston Since 1979

## A Conversation with All Star Construction



# *A Conversation with All Star Construction . . .*

## A Guide to Building or Remodeling with Confidence



*Building or renovating a home is one of the most significant investments a homeowner will make, and selecting the right professional for the job is crucial. In this exclusive Metropolitan Builder Q&A, we sit down with custom home builders and remodelers to address the key questions prospective clients often ask. From understanding the building process and timelines to discussing materials, costs, and industry trends, this conversation is designed to provide homeowners with the insights they need to make informed decisions. Whether you're embarking on a custom home project or transforming an existing space, our experts share their knowledge to help you navigate the journey with confidence.*

*This month, Metropolitan Builder (TMB) sits down with ALL STAR CONSTRUCTION. Founded in 1979 by Herb and Hilda Haws and their three children, this family-owned company began as a real estate franchise rooted in the simple belief that "if we take care of the business, it will take care of us." With backgrounds in business, insurance, real estate, and residential construction, the Haws family quickly shifted their focus to what they loved most—remodeling. Over the years, they've worn many hats, from real estate inspectors to insurance restoration specialists, but found their true calling in remodeling and*

*home additions. What started as a hands-on operation has evolved into a multi-generational business, now including Dennis's daughters, who carry on the legacy. Working from the building they constructed in 1984, and alongside many of their original team members, the company's success has always been rooted in craftsmanship, integrity, and a customer-first approach that continues to define them into the third generation.*

### **Experience & Credentials**

**TMB:** How long have you been in business?

**ALL STAR CONSTRUCTION:** Since 1979, Family owned and operated.

**TMB:** Can you share an example of projects that you've completed?

**ALL STAR CONSTRUCTION:** We have completed around 7,000 remodeling projects across the Greater Houston Area. Most recently a 440 sq ft detached studio addition; full interior home remodel including updating the kitchen, all bathrooms and knocking out walls; a rear patio conversion to airconditioned space and many more

**TMB:** Are you licensed, bonded, and insured?

**ALL STAR CONSTRUCTION:** Remodelers are not



required to be licensed in the state of Texas; however, we do use licensed tradesmen in the fields of plumbing, electrical and HVAC. All Star is fully insured and does carry the required bonds to do sidewalk/driveway work in the City of Houston.

**TMB:** Do you have any industry certifications or affiliations?

**ALL STAR CONSTRUCTION:** We do not carry any industry certifications. Our wealth of knowledge comes from our experience.

**TMB:** Are you part of any builder or remodeling associations?

**ALL STAR CONSTRUCTION:** We are members of the local chapter of the Greater Houston Builders Association and the Remodelers Council. We are also a part of the National Association of the Remodeling Industry. We have been an accredited member of the local Better Business Bureau since 1982.

**TMB:** Can you provide references from past clients?

**ALL STAR CONSTRUCTION:** Yes! You can read some of our customer testimonials on our website at [www.allstarconstruction.com](http://www.allstarconstruction.com) or read our multiple online reviews through Google, BBB, Facebook, Houzz, Angi etc.

### Project Approach & Communication

**TMB:** What is your process for planning and executing a project?

**ALL STAR CONSTRUCTION:** We assign a project manager to each customer who will walk you through the job from concept to completion. The project manager will meet with the customer in their home, discuss scope of project and budget. They will return with quote and design options. The project manager will remain the direct contact for the customer throughout the build. They will schedule the trades and communicate back with the customer. An executive of the company will make periodic drop in checks during the build.

**TMB:** How do you handle unexpected changes or challenges during a build?

**ALL STAR CONSTRUCTION:** The project manager will determine the problem and all the possible solutions. Other team members may be brought in to discuss the best solution and options will be communicated to the homeowner.

**TMB:** How often will we meet or communicate about the project's progress?

**ALL STAR CONSTRUCTION:** The project manager will be in daily communication with the homeowner throughout the project to go over scheduling, weather delays, answer any questions, address any issues, etc. The project manager will visit the worksite daily to check progress and quality.



**TMB:** Who will be my primary point of contact throughout the project?

**ALL STAR CONSTRUCTION:** Again, the project manager is the primary point of contact, but we do also have a full office staff and physical location open to the public. There are multiple owners who are on call 24/7.

**TMB:** How do you involve clients in the decision-making process?

**ALL STAR CONSTRUCTION:** The client will make most decisions on design and type of materials with the project manager in their home. Additionally, they will be given access to make selections on items such as tile, countertops, cabinetry through our suppliers by visiting their showrooms or through an online link.

**TMB:** Do you have systems or tools (like project management software) to keep clients updated?

**ALL STAR CONSTRUCTION:** We choose the more personal approach to communicate with our customers via phone call, text or email. We do not use a client Relations Management tool.

**TMB:** What is your approach to staying on schedule?

**ALL STAR CONSTRUCTION:** It is in the best interest of all parties involved for us to stay on schedule. We use experienced project managers and have multiple crews to help prevent down time. Most importantly, we set clear expectations with the client from the beginning and keep daily communication. On a weekly basis, office management is watching reporting, daily activity and communicating with the project managers on the back end to monitor workflow.

**TMB:** How do you handle delays, and how are they communicated?

**ALL STAR CONSTRUCTION:** When a delay arises, the project manager immediately determines the best solution, confirms schedule adjustments with crews then communicates back with the customer.

## Budget & Financial Transparency

**TMB:** Tell me about the budget and financial transparency.

**ALL STAR CONSTRUCTION:** We are a “lump sum” contractor; therefore, our agreements with the client include a very detailed scope of work for a lump sum price. There may be “allowances” listed on items that have not yet been selected for example tile. The agreement may include a \$5/sq ft material allowance. Change orders are used only when the client makes a change in the original scope of work. Change orders are agreed upon by all parties before any changes are expedited.

**TMB:** How do you establish and control the project budget?

**ALLSTAR CONSTRUCTION:** We use job costing software and post costs to projects on a daily basis, then monitor weekly reporting. The reporting reflects estimate versus actual spend.

**TMB:** Are there any additional costs I should anticipate?

**ALL STAR CONSTRUCTION:** We are not a company that will ask for additional payment towards something we misestimated. The only additional costs that may arise would be when the client makes a change in scope.

## Timeline & Project Management

**TMB:** What is a realistic timeline for my project?

**ALL STAR CONSTRUCTION:** An estimated project timeline can be determined and relayed by the project manager

**TMB:** Do you use subcontractors, and if so, how are they selected and managed?

**ALL STAR CONSTRUCTION:** We do use subcontractors, some of which have worked for us for 20-30 years. We hire individuals skilled in a specific trade. The guy installing your cabinets is not going to be installing your tile or faucet. This example would consist of a skilled trim carpenter, skilled tile installer and a licensed plumber.

## Quality & Warranty

**TMB:** What type of warranty or guarantee do you provide?

**ALLSTAR CONSTRUCTION:** We provide a 1yr warranty on labor. All material warranties are extended to the homeowner. We encourage all our customers to reach out for our assistance with any issues whether it has been 5 or 15 yrs. We are usually able to help the customer in some way regardless of the time frame. We are proud that we have an extremely low level of warranty calls in relation to the number of projects completed.

**TMB:** How do you handle warranty claims or post-project concerns?

**ALL STAR CONSTRUCTION:** We encourage our customers to contact our office directly with any warranty



claims so it can be documented in their file and followed through to satisfactory completion. The warranty is backed by a third party.

**TMB:** Do you have a final inspection or checklist process before completion?

**ALL STAR CONSTRUCTION:** Once the project is complete, there will be a final walk through and punch out list created. The punchout list will be completed to confirm final completion and final payment is due.

## Client Satisfaction & Final Steps

**TMB:** How do you ensure client satisfaction from start to finish?

**ALL STAR CONSTRUCTION:** Proper expectations and communication.

**TMB:** What do you do to keep projects clean and secure during construction?

**ALL STAR CONSTRUCTION:** Floor protection, designated workspace entrance and exits, onsite dumpsters and portable restrooms.

**TMB:** How will my home be protected throughout the build?

**ALL STAR CONSTRUCTION:** Construction materials will be delivered as needed and/or arranged to be kept in a secure place. A lockbox is installed for contractor access.

**To contact All Star Construction**

**(281) 847-0294**

**info@allstarconstruction.com**

**13110 T.C. Jester Blvd.  
Houston, TX 77038**