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CRUICKSHANK REMODELING NEWSLETTER



THE RESULTS ARE IN!

The Cruickshank Remodeling team is proud to announce that we have been awarded the GuildMaster Award with Highest Distinction by GuildQuality. This award is given to companies that achieve a recommendation rate between 98% and 100% by their clients. Guild Quality is an independent customer satisfaction surveying and reporting company based in Atlanta.



Celebrating 20 Years of Excellence

Besides being one of only three remodeling contractors in Greater Atlanta, Cruickshank Remodeling is the only remodeling contractor inside the perimeter to be ranked in the survey. We have won the GuildMaster Award for five out of the last six years and for the third consecutive year in 2025. Cruickshank Remodeling is very grateful to its clients who took the time to complete the GuildQuality survey. It is positive reviews and client referrals that fuel our company's success. We offer many thanks to all of you!



He's Back! After 23 years away, Steve Shockley has returned to the Cruickshank Remodeling team. Steve fondly recalls that he "cut his teeth" in the remodeling industry while working for Cruickshank Inc. He started with Cruickshank in 1996 and remained until 2002. With all those years away, Steve says he wishes he had returned sooner. It's like coming home when he thinks of restarting his tenure at Cruickshank Remodeling. Steve originally started with Cruickshank as a Carpenter's Apprentice working on job sites under (then Project Manager) Tim Joyce and others.

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LUXURY KITCHEN/BATHROOM PROJECT



While some people may have dismissed the future of remodeling as being oriented toward aging clients, it has, however, come to fruition. It's hard to believe, but Baby Boomers are now occupying a spot in the aging-in-place portion of the remodeling market. With dozens of clients in that generation, many Cruickshank Remodeling clients have right-sized from their homes elsewhere in Buckhead to live in a development called "Peachtree Hills Place." Since the building was built in 2020, Cruickshank has been working on projects in the "Luxury Senior Living Community."

In keeping with the needs of a new client (our 11th in the development), Cruickshank Remodeling is replacing a kitchen and installing a new tub in her Guest Bathroom. The designers, Mark Williams and Niki Papadopoulos at [Williams-Papadopoulos Design](#), specified a tub with a low 16-inch step-over. The tub, a Kohler Entity model, will meet the needs of the client and her guests with the low height as compared with other tubs with step-overs of as high as 21 inches.

We thank the WP Design team for the repeat referrals and strong recommendations for Cruickshank that they give their clients.

Continued, Shockley

Over time, he progressed from that role to Project Assistant, and he ultimately became an Associate with the company helping with design, estimating, and sales support. He says he is grateful to Cruickshank Partners Tim Joyce and Bryan Swetmon for giving him the opportunity to return to a role that he enjoys and to be among friends. He is happy to be a part of the team again.

TIME FLIES WHEN YOU'RE HAVING FUN!



Tim Joyce, Partner

As we celebrate our third year since Brad's retirement, I feel fortunate to still be in the remodeling business. Experts seem to say if you can make it past the two-year anniversary in a new business, that is a milestone worth celebrating. I will take a celebration anytime I can get it!

We have completed some challenging and exciting projects in the past three years.

So far this year, we have completed two whole-house projects, two reroofs, two kitchens, two high-rise water damage projects, a flooded crawlspace, two replacement window projects (both with Pella Windows), a nursery for a young couple expecting their first child, and a laundry and closet project. We also served as the contractor of record for a friend's conversion of a historic bank building on the square in Decatur. There have also been miscellaneous repairs for past clients.

Some were exciting and unique, some were just nasty, and others were just mundane.

The one common thread in each of the projects was our clients were our first priority. We treat each of these jobs the same way, with our focus on quality, service and the Golden Rule!

WHERE'S BRADLEY?

Unlike Waldo who may be hard to find, Brad Cruickshank, founder of Cruickshank Remodeling, can easily be found in the garden at his mountain home in Suches, Georgia. Brad has been generous with his crop of cucumbers and squash and often drops by the office to share his bounty with the team.

More recently, Brad, Denise, Emily, Tucker and Brad's sister Bonnie are making their way back from an adventure in Alaska where they camped and rafted the Kongakut River. While on the odyssey, the family saw grizzlies and caribous and enjoyed taking in the pristine scenery.

The Cruickshank family continues to grow with the addition of a second grandchild, Evangeline. Evie joins the clan with older brother Felix and parents Claire and Devon. In other news, India recently got married, and Alec calls Arkansas home.



At Cruickshank Remodeling, relationships are at the heart of what we do. Many of our clients return to us again and again because they appreciate the trust and connection built with our team. From matching you with the project manager who really "gets" your needs to guiding every decision with respect and care, we aim to make the remodeling journey smooth and satisfying.

[Watch this video](#) to see why repeat clients are such a big part of our story. The video is brought to you by European Kitchen & BathWorks, a trusted partner on many of our remodeling projects.