

Rick Harbin

By Leslie Tucker

Exceeding Expectations



Rick Harbin with satisfied customer Judy Nelson.

"Rick was always honest and tried to please us. I liked his crew; they were polite and hardworking...Rick knew what would and wouldn't work. He could see the finished product better than I could. He'll build another house for us in a New York minute."

— Judy Nelson

Knoxville is home to many good builders, however few are as highly recommended as Rick Harbin. It's no surprise that Rick has a waiting list for upper end custom homes; his customers tout his acclaim like a well paid sales staff.

With 32 years under his tool belt, Rick Harbin is a veteran in the construction industry. He is proudly carrying on a family legacy dating back to the early 1600s in England when the Harbins were known for being quality builders. Rick was tutored from a very early age to become the builder he is today. During his career, he has served as general contractor, developer, design/build contractor and construction manager on numerous churches, office buildings, motels and industrial facilities.

Rick is past president of Associated Builders and Contractors and has served as advisory council for three different national steel manufacturers. He was

a charter member and president of the Tennessee Association of Professional Estimators, established and chaired the Building Codes Committee of Knox and surrounding counties and has lobbied Congress and the Senate on various construction issues.

Currently, Rick enjoys a simpler pace as a consultant and small contractor and manages Construction Development Services. Harbin/CDS is a consulting and construction management business assisting owners and their associates in construction and development of commercial properties. The other facet is residential development and building of custom homes.

When asked about his business plan, Rick states simply: "follow the footsteps that the Lord sets in front of you and you shall be blessed."

Rick and his staff pride themselves on the relationships they build with each customer and the attention they

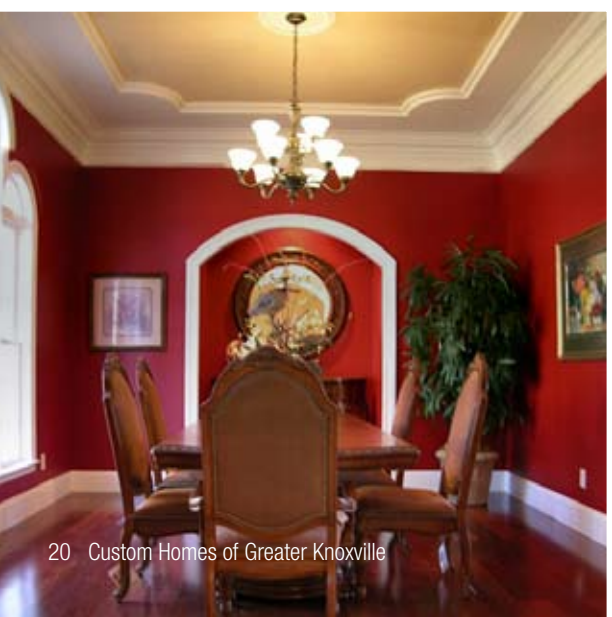




“Rick never made a decision without consulting us first and would sit down each month with us to review our budget. We now have a beautiful house that is well built and will last our family for many years. If I had two words to describe Harbin Construction and Rick Harbin, it would be quality and integrity. If I had to build another house, I would call Rick.”

— Pastor Jeff Bowden





"We would highly recommend Rick Harbin to anyone who is contemplating building a house. He built ours on time, in budget and was constantly trying to find ways to save money or work smart for our benefit. He was very patient with us when it came to selections and was very gracious every time he sent us a bill."

- Al & Alesia Mixner



pay to each individual job. "I enjoy addressing the details that make each home special. . . It is so rewarding to see the excitement on the faces of my customers as they see their dreams turn into reality," Rick says. "I love to amaze people with our abilities. I have the best employees anyone could have. They're not just skilled they're loyal and of good character, we're like family. We take pride in our work while trying to make each day enjoyable. Another key point is that we are appreciative to the owner for the opportunity to be their builder and so thankful for their employment."

For those considering building a home, Harbin offers some suggestions: select your contractor based upon his reputation and current references, not on price. "A good honest contractor will work with you on a budget, be competitive in his cost and sometimes negotiable on his fee." As for pricing, Rick says, "all of my contracts are a cost plus a fixed fee, with a percent fee for extras. The Fixed Fee is better for the owner. If the cost runs over whether it is for labor or their personal selections, they do not have to pay the contractor extra markup on the overrun."

Rick believes his company stands out among other builders in this market. "One big difference between me and most builders is that other builders are busy building a business, always thriving to be bigger and building as many homes as they can. I've been there and done that. I ran a large construction corporation for over twenty years, I actually got tired of it, and I missed the fun of working at the site. There is also an advantage to having a smaller 'cream of the crop' workforce, fewer problems and better production.

"That's why now; I choose to stay small so I can be at the site doing my own supervision, that's my passion. Unlike most contractors that come by the job once every week or so, you can normally find me on the job analyzing the next task. I have found that my customers really appreciate this attention and I think it's a key ingredient to customer satisfaction."

For more information about Construction Development Services, contact Rick Harbin at 755-2346, or visit www.harbincds.com.