



SMI Construction | Client Testimonials

Client names have been removed for confidentiality purposes. A client list is available by emailing info@smiconst.com.

We did a gut renovation of a pre-war apartment. Most people complain about projects like ours, but our experience was just the opposite. It was such a pleasure working with Steve Mark and his colleagues at SMI. Historic renovations often contain surprises, and our project was no different. However, SMI effectively worked through unforeseen issues, keeping our project on time and on budget. Based on photos of prior jobs, we expected SMI's craftsmanship to be top notch, and it was indeed. What we didn't expect though, was SMI's commitment to providing post-completion care and ongoing maintenance when we need it. In our opinion, SMI's construction quality and commitment to post-completion care are what really distinguish Steve and his team.

I have worked with many contractors on major renovations, and I can unequivocally say that SMI is heads above the rest in every way. Unlike many, they work seamlessly with interior designers and architects. Their workmanship is impeccable, they are a pleasure to work with and, most importantly, they stand by their work long after the project is over. Even now, 11 years after a gut renovation on our apartment, I can depend on SMI to advise me on everything from window cleaning to upgrading a washer/dryer. On our project, they served as a valuable liaison between all parties, managing the entire project, so that it was on time and within budget. From start to finish, what could have been an extremely stressful process was truly a pleasure.

My wife and I have completed two projects with SMI Construction. In both renovations, the schedules were properly managed, and deadlines met. Steve Mark and his team are direct, always reachable, and transparent about project challenges with an attitude that is solution oriented. The attention to detail and level of collaboration with the architect and the trade was upheld from one project to the next, with service and attention on and after completion of the project. To this day, many years after moving into our apartment, we can reach Steve and his team on email or by phone with an expectation of a quick and efficient response.

SMI gut renovated our 1869 townhouse nearly 10 years ago, and the house remains in terrific shape. When we were vetting potential construction firms with our architect, Steve himself was the person we met with, not a “project manager” or other functionary. This was indicative of how he runs his process: Steve is hands on and dedicated. When he told us “when you hire SMI, you get me –for life!” this was not just verbiage.

The process was complex, involving Landmarks and DOB approval and the plans called for tremendous amounts of custom construction—everything from excavating a basement from Manhattan bedrock for a swimming pool, to reinforcing the entire building with steel to support the weight of several tons of stone for a roof garden. No challenge was too great for SMI and our stalwart foreman Finn. They are a can-do operation.

Of course, there were delays and of course there were surprises—that is what construction in an old New York building always entails. What is important is that SMI did not shirk their responsibilities and worked tirelessly with us, through thick and thin, to get to completion. We love the result and attribute a lot of that to SMI’s relationships with the best sub-contractors in the city. When Steve calls, they answer. If they don’t, he hounds them until they do!

Since SMI jobs are priority for the subs, they show up and produce their best work. This is not necessarily a given; the general contractor is who has to extract that outcome. Perhaps most impressive, though, has been SMI’s dedication to after-service. Townhouses are going to have issues that require maintenance. Though we have no paid retainer or written contract with SMI, we have a trustworthy counterpart who is literally back to us in under five minutes every time we have e-mailed with a follow-up concern of any kind. We are treated as current clients, not a job from the past that someone reluctantly eventually maybe pays attention to.

That alone makes SMI worth its weight in gold.