

Quality workmanship through attention to detail

The key to achieving the highest quality in any endeavor is managing the little things properly — at all times — so that each action produces a quality result. When every detail is attended to and each step in the process is given complete and careful attention, the end result inevitably will deliver the highest quality product. Passion for your work, a pervasive commitment to quality and relentless attention to details are essential markers of excellence. This working philosophy has helped establish Landco Construction as a leader in its industry and also to build long-term loyal customer relationships.

“We don’t just work with our clients, we build relationships with them to guarantee their satisfaction,” says Ron Landolt, president and CEO of Landco Construction. “We are building their vision into a reality and that takes relentless attention to every detail and teamwork.”

Founded in 2001, Landco specializes in preconstruction services, construction management and interior construction services. With a staff of 30 employees, Landco has completed projects ranging in size from

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\$500 to more than \$10 million. After its first year in business, Landco Construction was recognized by the International Facility Management Association as “Outstanding Company of the Year” and was nominated multiple times for the “Contractor of the Year Award” by the American Subcontractors Association.

The Landco staff prides itself on collaborating with clients and architects from the start of each project and all the way to the end. This highly detailed process of building ensures that Landco understands the client’s vision and expectations for the project from the beginning — including the scope and budgetary parameters for the project. This encourages Landco and the client to address issues early on in the game, which reduces costly changes during the critical construction phase.

Landco provides clients with a detailed proposal and budget at the “schematic design phase” of each project that breaks down the cost for every component of the job including millwork, carpet, painting, mechanical,

electrical, light fixtures and more. Landco then uses value engineering techniques to determine areas within the budget that may be altered, as requested by the client.

“It’s all about building a strong working relationship,” he says. “We attend the initial project design meeting, so we know exactly what the client’s corporate vision is, and we work closely with the architect throughout the design phase to ensure that the client’s needs are met. Then we continue to meet with the client and the design team throughout the design phase to resolve any issues or make revisions based on budget.”

Landolt says some corporate owners may be reluctant at first to try the collaborative approach to design/build, but once they realize its effectiveness, they are loyal supporters. Many other owners prefer the traditional design, bid, build approach to projects, which Landolt believes is less effective.

“Once they try the collaboration process, and have experienced the benefits, they see that it is the smart way to build,” Landolt says.

Landco Construction has earned praise for its team approach from Enterprise Rent-A-Car managers who selected Landco in 2004 to manage and build St. Louis’ first Leadership in Energy and Environmental Design Commercial Interior (LEED-CI) project. The U.S. Green Building Council had just approved the new LEED-CI rating system in November 2004; the same time Landco completed the Enterprise project.

The cutting-edge project consisted of renovating an existing 29,000-square-foot warehouse space on Hanley Road into a state-of-the-art, environmentally friendly space for Enterprise’s Fleet Management. The Enterprise project was Landco’s first LEED project.

“LEED was a relatively new concept to the construction industry at the time and this project was a good introduction to LEED for us,” said Landolt. “We had been

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Enterprise Fleet Management

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exposed to LEED as members of BOMA (Building Owners and Managers Association) and IFMA (International Facility Management Association). David Bertorelli, Enterprise Rent-A-Car's former Director of Space Planning and Design, was president of IFMA at the time and spoke frequently about the importance of LEED and saving the environment. He was on the cutting edge of LEED long before others would embrace it."

Since then, half of Landco's project managers have become LEED certified, and the company's other project managers are currently studying for the exam.

Energy-efficient components of the Enterprise project included a raised access floor with an energy-efficient underfloor air distribution system, water reducing bathroom fixtures and power/low-voltage wiring to support prefabricated modular walls. Fluorescent lighting with motion and daylight sensors was installed to help reduce energy costs. A rubber floor entrance emulating an asphalt roadway was made from recycled tires, and Landco was required to recycle all waste from the construction site.

Enterprise Rent-A-Car managers were pleased with the outcome of the project, which obtained a LEED Silver certification, and with Landco Senior Project Manager Randy McLaren's dedication and expertise on the job.

"The recent Fleet Operations project

certainly offered more challenges than others, and although some expectations were not initially met, Randy was diligent resolving the situation," stated Christine Ramsdell, Enterprise Rent-A-Car Manager of Space Planning and Design, in a letter to Landolt. "His attitude toward maintaining the partnership is admirable. Randy has handled himself professionally, expeditiously and always with our best interests in mind. His careful review of construction documents and his strong relationships with various subcontractors has proven invaluable in our effort to control our construction costs."

Throughout the construction process, a Landco project manager meets every

week with the architect and client on the job site to discuss progress and any outstanding field issues. A full-time field superintendent is also assigned to the project and is on the jobsite every day to coordinate the team of subcontractors, address any problems that arise and answer any questions the client may have while touring the site.

"The punch list at the end of the project is usually minimal because of the superintendent's quality-control measures throughout the project," Landolt says.

When the project is completed, Landco provides the client with a closeout binder containing a warranty letter from Landco and each subcontractor, along with the operation and maintenance manuals and the as-built drawings.

The relationship between Landco and the client continues after the project is complete, Landolt says.

"We have built a strong relationship through the course of the project, and we stay in constant contact with the client to provide support on the completed project and offer assistance for any other future projects," he says.

Excellence is the goal for every Landco project.

"Always pay attention to the small stuff," Landolt says. "Consistent attention to details produces excellence."



Ron Landolt is president/CEO of St. Louis-based Landco Construction. Mr. Landolt founded Landco in 2001 and has nearly 30 years of construction industry experience. He has a Bachelor of Science degree in business management from Maryville University. He is also a member of the Building Owner's Management Association (BOMA), International Facilities Management Association (IFMA) and Associated General Contractors (AGC).



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