

How We Ensure the Best Communication with Our Clients

One of the most important tools in our toolbox? An online portal that puts clients virtually on the job site. View your reno project in real time, complete with daily photos and a built-in messaging tool.


Average Reading Time: 2.5 minutes

You, the homeowner, are a key player in any remodeling project. And the best teams on the field have the best communication. All of our Lakeview Home Improvement clients have 24/7 access to their projects via an online portal.

“Our clients want to view their kitchen or bathroom update in real-time,” says Nate Burket of Lakeview Home Improvement, Knoxville, TN. “They want to track progress. They want a mechanism to choose upgrades and have everyone on the project updated on the change. They want a system that they can access anytime, from anywhere.”

Technology lends a hand

Lakeview chose Buildertrend, the leading construction management software platform. Used in more than 100 countries, and with 1 million+ users, Buildertrend leads the field in construction technology.



“Convenience and Better Communication
Makes Happy Clients.” Buildertrend

Buildertrend is a powerful project management tool for us, with huge benefits for our East Tennessee clientele:

- **Personal Information Portal.** Each client job gets a private page, protected by a secure login, where you can monitor all aspects of the project. Stay updated via your computer, tablet, or through a smartphone app.
- **Photos.** Our clients love seeing the progress on their project, whether it be kitchen, bathroom, deck, or a specialty renovation. We post photos almost daily of materials arriving, product installations, and more. You can share progress photos with family and friends.
- **Calendar.** Track current status as well as upcoming important dates. Staying updated on your remodel project is easy. Your construction timeline is complex with some tasks needing completion before others can begin. Sometimes weather or shipping problems can create delays. You have top-level monitoring access to all stages of your project.

- **Selections.** This feature helps to manage all selections, decisions, deadlines, products, and partners in a timely manner. Change orders are a necessary part of almost every assignment. Using the portal, clients can request and approve change orders. All parties are notified immediately.
- **Communication.** Buildertrend streamlines communication for everyone on the team. It's simple to locate conversations or decisions you might wish to review again.

“Communication with clients is critical. Our modern lifestyles can sometimes mean calls can't be taken, or emails get missed. By using Buildertrend, a lot of those hurdles are gone,” Nate explains. “Clients can communicate with us on their own time, day or night. And our team has one central place to check for information and updates.”

Clients applaud Lakeview for transparency

“We're proud to offer the utmost level of transparency. Even when the schedule slips, our clients appreciate honesty; I always want to be upfront rather than being in a position of trying to hide the bumps in the road.”

Tennessee clients value the modern project management approach exemplified by Buildertrend. Even users that profess to be non-technical say that they love the visual nature of the portal. Clients enjoy watching their remodel project come together, from new kitchens to bathroom updates.

“Having an app with the remodel schedule and regular updates was amazing. It was exciting to check every day and see photos of real progress. Even if we were traveling, we could see progress and know what was next on the calendar. It was a great tool in reducing the stressfulness of the reno process for us!” says Farragut client Debbie K.

Our staff at Lakeview Home Improvements, headed by Nate Burket, can consult with you in realizing your remodeling dreams. We specialize in kitchen, bathroom, and deck remodels, following best practices and delivering the highest quality available. We are a leader in Knoxville and East Tennessee.

For more information on our Buildertrend portal and your unique project, contact us.

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