

TRUST & CONFIDENCE.

*Earned by doing the right thing,
project after project.*





Feeling Safe

Before they can trust you to do the right thing for them, people need to feel comfortable and safe in the situation. That's true of the mental health services offered at New York Psychotherapy and Counseling Center. But it's also true of the construction services we provide. It's striking that the intersection of these two worlds (which otherwise couldn't be further apart) comes down to **a fundamental feeling of trust.**



NYPCC is governed by The New York State Office of Mental Health. They did the standard inspection and agreed that everything was in order with the new building. However, they needed a certificate of occupancy from the City of New York before NYPCC could start seeing patients. Cook & Krupa was able to help them get the paperwork they needed in a very short timeframe, saving untold frustration and loss of revenue for NYPCC.



A Core Team

By repeatedly doing the right thing for them, Cook & Krupa became the construction company NYPCC wanted to work with. We became their go-to resource because they liked what they got. More importantly, **we had earned their trust**, and they continued to invite us to participate in projects.

In recent years, NYPCC has developed a core team of preferred partners for their construction projects. It includes everyone from the architect to some subcontractors that they request we try to use. With each project we complete together, the team learns more and is able to **provide even more insight and value** to the project because we understand the client's preferences and business requirements.



“You know what I want”

Cook & Krupa has been fortunate to have earned many long-term client relationships. Each has its own story, but all have a common thread of our team and the client’s team getting to know each other through many different business situations. In this case, open communication was one of the client’s highest priorities. In return, that gave us **a pathway to demonstrate our strengths**, including how we work as a team with architects and provide sound advice on constructability and value engineering topics.

After working together for over 15 years, we have a history – both in communicating with the client and in seeing what construction features work, or don’t. We know certain products cannot be used because they were not durable enough or created excessive maintenance needs, which translates to downtime for the client. We also know we need to design and build a fish tank into every waiting room, because that has become an element of the NYPCC experience.

This **cumulative knowledge** and how we use it to build value for the client is one reason we often hear, “You know what I want” when working with NYPCC.

The Projects that Built Trust & Confidence

QUEENS



A blue line connects three yellow boxes representing project locations. It starts at the 'QUEENS' box, goes right, then down, then left to the 'BRONX' box. From the 'BRONX' box, it goes right, then up, then right to the 'BROOKLYN' box. From the 'BROOKLYN' box, it goes right, then up, then right to the 'QUEENS' box, completing a loop.

Office renovation

Construction of three-story building with underground parking

BROOKLYN

Office renovation

Two-story addition to building

BRONX

Office renovation

Extension of existing building

Two-story addition to existing three-story building

Construction of five-story building to match up with first building

Construction of another five-story building

Momentum for What's Next

Earning a client's trust is one thing. Expanding that trust over time is a true reflection of a company's character and culture. Cook & Krupa continues to carry the values contained in the single handshake that our company was founded on.

If you'd like to get more value from your construction company, give us a call to talk about your next project. We'll work to earn your trust from the very first call.

516-478-4110
cookandkrupa.com



We didn't know it at the time, but hiring Cook & Krupa for that first project would change my perception of what the right construction company can do for your business. They, quite literally, are a strategic partner that has played a key role in the growth of NYPCC over the years.

— Elliott Klein, CEO, NYPCC

