



THE DOUGLAS COMPANY  
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# UPDate

A Project Update from The Douglas Company

## HarborChase of Shaker Heights

Assisted Living and Memory Care

Shaker Heights, Ohio

Completion Date: March 2023

Contract Value: \$22.2 Million

Owners: Confluent Development and  
Harbor Retirement Associates

Architect: RDL Architects





## HarborChase of Shaker Heights Shaker Heights, Ohio

HarborChase of Shaker Heights is a new three-story assisted living and memory care facility serving Shaker Heights, Ohio and the surrounding area. The Douglas Company worked with owners Confluent Development and Harbor Retirement Associates and designer RDL Architects to create this stunning \$22 million senior living community. This contemporary and stylish three-story facility is sprawling for a total of 106,698 square feet. The project started in July of 2021 and wrapped up in March of 2023, marking the third successful project with the owner.

With a combined 108 units, the community will provide a great addition to the rapidly growing downtown Shaker Heights area. The extravagant facility offers vaulted ceilings upon entering and has several in-house amenities to offer residents including a commercial laundry service. Residents have plenty of dining options to choose from, ranging from a bistro to a bar to an exhibition kitchen complete with a pizza oven, as well as private and communal dining spaces. The two salons keep residents feeling their best and the large wellness room fosters an active lifestyle. HarborChase of Shaker Heights provides a variety of opportunities for fun and socializing, inside and out. Residents can get in touch with their creative side in the art room, practice their green thumbs in the planting beds, head to the putting green to practice their short game, or choose to relax by the fire pit or the dazzling fountain.

Communication with all parties was key in making this project a success. The Douglas Company ran weekly OAC meetings which provided updates on the schedule, RFI's, submittals, drawing changes, open pricing, updates with utility companies, and more. We also worked with the owners and a 3rd party scheduling company called SMART PM to ensure the project stayed on schedule and were able to identify future roadblocks that could come up. This program helped us to identify what tasks could negatively affect our critical path as well as find opportunities to maximize efficiency in our schedule. We also participated in calls with the owner and operator to coordinate final inspections in order to set an accurate date for FF&E to be moved into the building and get the ball rolling with licensure.

## The Douglas Difference

**The Challenge:** The project was started during a particularly difficult time in the market where subcontractors were unable to hold pricing for more than a couple days.

**The Douglas Company Solution:** The Douglas Company worked with the owner to secure a fully guaranteed lumber package before construction started. We also worked with the owner to allow billing for stored materials in order to lock in pricing and materials.

**The Challenge:** There was and continues to be a challenge of getting the required manpower to projects.

**The Douglas Company Solution:** The Douglas Company utilized its new scheduling technology – SMART PM. With this program, we were able to better understand how tasks are affected by one another thus proactively avoiding delays and keeping subcontractors on schedule.

**The Challenge:** The project was constructed through two harsh Cleveland winters.

**The Douglas Company Solution:** The team accelerated the schedule to get under a roof and worked with the local Fire Marshal to allow indirect heaters to control building temperature. This allowed us to get to interior rough-ins quicker and optimize our aggressive project schedule.

## The Douglas Company

The Douglas Company, headquartered in Holland, Ohio, with a second office located in Orlando, Florida, is a recognized industry leader in commercial construction, specializing in Senior Living and Multi-Family Housing in a wide variety of markets.

A 100% employee-owned ESOP company since 2020 and a seven-time honoree on the INC. 5000 list of fastest-growing private companies, we have been providing construction services to clients for over 45 years. As a result of our experience and knowledge, our integrated Integri-D Process was developed to ensure our clients' success! We manage every aspect of the client's project from up-front cost control, preconstruction services, construction management through completion and turnover.