

August 2003

Phone: (207)827-4205

Fax:(207)827-4006

Tollfree 24-hour
Emergency Service:
1-888-869-9395

Mailing address:
PO Box 428
Old Town, ME 04468

Showroom:
9 County Rd
Milford, ME 04461

Estimators:

- Keith Trembley
- Gary Proulx
- Jon Gaudet
- Stacey Goodwin
- Moe Newland
- Bob Davis
- Doug Crosby
- Randy Nason
- Matt Schroder
- James Braley
- Bob Cyr



KEITH TREMBLEY Builder, Inc.

*Hews Job: Within budget,
and no compromise with original vision*

Ken and Linda Hews recently finished building their home on Sebec Lake. Last summer, when they came to meet with Gary Proulx, project manager, they had their house plans and an architect. The

four sat down to discuss how the plans would flow in actuality.

Ken and Linda were very happy with the design of their house, but some modifications were made to increase the cost-effectiveness and functionality. For example, the kitchen was dramatically redesigned to increase the work flow and to provide excellent storage space. However, they felt that most aspects of the house were perfect just as they were drawn.

For every good job, there is a good lead carpenter, if not several. Mark Goode and Ron Michaud provided lead on the finish carpentry, and Paul Laffey was lead carpenter for the structural work.

One structural change made was to wrap an exposed beam in the same knotty pine to match the ceiling in the open 'great room,' and the same was done on a support column. This provided stronger aesthetics while still being cost effective.

In all, the Hews now have everything that they wanted—while staying within budget and not compromising their original vision.



Before (above): the original camp.
After (below): the Hews' new home.



Owner's Corner: Customer Pledge, Values still guide us

Five years ago, the fifteen employees of KTB got together and created our customer pledge and our company values over the course of 3 sessions.

The group consisted of carpenters and office staff: myself not included. I did not want to influence the outcome. I wanted our employees to tell me how they wanted our company to behave and what values/actions were needed on a daily basis in order for all of us to feel right about what we were doing.

It dawned on me the other day that very few people from that original group are still here. We have grown to over



Keith Trembley
Owner

forty employees, which makes it even more important to follow these standards made five years ago. I have made a lot of mistakes over the years (none on purpose) and I can tell you that I will try to never veer from those standards. In fact, when I come to a difficult situation, I refer to our pledge and values to help me come to a right decision.

Holding on tightly to these values is even more important as we grow—especially since I am getting busier and have less time to spend visiting customers. However, I know that we are doing things right when I read letters like the one at right.

—KT

Gloria S. Faulkner

147 Main Road
Eddington, Maine 04428-3002

July 23, 2003

Dear Matthew:

I'm glad you got the message from your office regarding my satisfaction with the installation of my door by your technicians. I've been around long enough and experienced enough construction to recognize professionalism. I hope I'm fortunate in having these caliber people working for me in the future.

I know who to call to ensure it happens next time around. I also know who to recommend to others, and that is something I do not do lightly.

It was wonderful to meet you and get to know you a little. You have the greatest set of parents and I bet they are very proud of you.

Sincerely,

Gloria

I knew the Keith Trembley name by reputation, only. A good reputation is invaluable!

Our Customer Pledge

You are entitled to be treated with friendliness, honesty, courtesy, and respect. You will receive full value for your money and a good buy at a fair price. You are entitled to prompt, courteous, and knowledgeable answers to your questions. We strive to treat you exactly as we want to be treated when we are someone else's customers. We will work hard to assure that you are proud of your investment in your home, and that your satisfaction is our main concern

Our Values

Below is a list of values that our company as a whole supports and exercises each and every day:

Commitment Honesty
Initiative Integrity
Respect Empathy
Dependability

Our Customers Write

"[Signature Professional Cleaning was] very reliable and quick to respond. Your slogan of 'When Minutes Count and Quality Matters' really does say it all. Thank you!"

—Rudman and Winchell

"Nice work! Lots of positive comments from our guests."

—Randy Wadleigh,
Governor's Restaurant

"... We made a lot of changes to the kitchen design. Ron, Mark, and Pete were great! We feel the change was for the better. We are very pleased with our new addition and are using KTB to do our garage!"

—Ken and Linda Hews

"I enjoyed watching your men work. I am thrilled with the job Chad has done."

—Andrea Vose

"I really liked the attitude of all the workers from the painter to Doug (Crosby, estimator) to the workers."

—Jim Brouchue, Bangor
Theological Society

"I would like to take this opportunity to thank you so much for your donation of \$250 to help sponsor the Riverfront Park Concert Series this summer. I believe this will be such a wonderful

opportunity for Old Town.

"Thanks again for stepping up to assist us in our endeavor. You have always been there whenever asked. When people care about where they live, lots of great things can happen!"

—Valerie Osborne,
Old Town Public
Library

Paul Davis Restoration: Cabot job



Last December, fire destroyed one wing of Louis and Muffie Cabot's ocean-front cottage in Tremont. The rest of the cottage suffered extensive smoke and water damage. The insurance company, OneBeacon, recommended Keith Trembley Builders, Inc. for the job.

Lead carpenter Steve Spruce and his crew worked throughout the winter and spring, and completed the job at the end of June, allowing the Cabots to enjoy their cottage for the Fourth of July weekend.

The main section of the cottage was built in the 1880s, and all of the renovations had to be completed in the original style, with wrought-iron thumb-latch hardware, flat-panel doors, and enamel-painted wood floors.

The owners took the opportunity to make several improvements and additions at their own expense. The



wing that burned had been built on a rock foundation; the Cabots added a full foundation underneath. They also extended the wing by six feet and added a dustpan dormer to the front side of the second floor and two dormers to the back side.

The Cabots live in

Cambridge, Mass., and use the cottage as a summer home. While the renovations were in progress, Steve and estimator Jon Gaudet usually met the Cabots at the site one weekend day per month, but kept them informed of the progress of the repairs by e-mailing reports and photos.



Estimator: Matthew Schroder

Matthew Schroder is the newest estimator to come on board with KTB/PDR. Matt grew up in Bangor, graduating from Bangor High and the University of Maine. He worked with Applicator Sales for fifteen years as a manufacturing representative in Central and Northern Maine with an extensive knowledge of exterior building supplies.



Several years ago, when he was self-employed with Northern Exteriors, installing roofs, doors, windows and siding, he met Keith. When Matt's business partner retired, Matt decided to look for work as a finish carpenter. Keith cajoled him to join the team as an estimator, instead. Matt is currently handling jobs from the remodeling side of the business and from the insurance side.

As for home life, he has several cats, an old dog, and a fiancée. He loves to kayak, fish, hunt, and camp.

Local Business: Don Dickel

Don Dickel Wood Floor now has a new name... Dickel Floor Corp.

With the help of his wife, Abbie Thompson, Don installs, refinishes, and restores wood floors. Whether the wood floor is stained walnut or wenge or has a pale green pastel tint, the color can do more than be a floor, it can accommodate your decorating needs.

Don has been doing floors since a teenager and started his business with Abbie in 1983 in New York. Abbie rejoined Don and his business this year. They have incorporated and added true Persian rugs to their product line. The rugs are all hand-made, all true Persians in many



colors from many tribes. Dickel Floor Corp. also provides custom milling for uncommon items, such as spindles, stair treads, newel posts, transition pieces, and

thresholds.

The company is employing three Hampden students

(one is just in middle school) for the summer to help with office work and displays.

Don and Abbie have two daughters and now a grandson. Don just finished restoring a 1959 Hiliner all-wood runabout lake cruiser. Together, they plan to spend much of the next two years restoring a 1959 Chris Craft 35-foot cabin cruiser.

Where Honesty and Integrity Still Exist



Mail: 117 Holmes Street
Winterport, ME 04496
Showroom: 137 Main St., Bangor
Phone: 207-942-5790
Fax: 207-223-4225



Commercial • Residential
Exterior • Interior
Insured
Dave Ketchen
827-9809 • 478-6774

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Bangor, ME
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Keith Trembley Builder, Inc.

Mailing address:

PO Box 428, Old Town, Me 04468

Showroom:

9 County Road, Milford, Me 04461

Phone: 207-827-4205

Fax: 207-827-4006

www.keithtrembley.com



ART LANDRY, INC.
PLUMBING & HEATING

Sales • Service • Installation
Kenny & Lisa Therrien
Proprietors

Phone: 207-827-5219
Fax: 207-827-8579
Toll Free: 1-877-827-5219
Mail: P.O. Box 389
Milford, ME 04461

Office: 648A S. Main St.
Old Town, ME 04468



DAVID CLIMO
Master Electrician
Office: 207-827-8063
Mobile: 207-745-6263
RR1, Box 748A
Bradley, ME 04411

Keith Trembley Builder, Inc. has been in business for over 20 years. We provide services all over Maine for all of your building, remodeling, and restoration needs.

Has your address changed? If you would like to continue to receive this newsletter, call us at 827-4205 and let us know of the new address!

KTB now offers LeMica cabinet refacing

If you got a chance to go see the Bangor Home Show at the Auditorium in late April, you might have passed the



LeMica cabinets can offer new amenities, such as this sliding extension shelf.

Rebath/LeMica display downstairs.

Rebath has been offered by KTB for several years, and has taken off with many pleased customers. The concept is to place a new acrylic tub liner over the old tub in your bathroom. This saves the time and money of ripping the old tub out and lugging a new one in.

The new LeMica cabinet refacing division of KTB is a similar concept. Instead of installing new kitchen cabinets, KTB applies Formica veneer facing to the sides, bottoms, and rails of the existing cabinets. Then the old doors are taken off and new doors with matching veneer are installed. The result is a kitchen that looks brand new, without the expense of buying new cabinets and without the hassle of tearing out the



The LeMica cabinet (left) has an ash veneer facing and matching doors.

old ones.

The Formica veneer is available in all Formica colors, including a number of wood-grain patterns. You can also add the amenities available in new cabinetry—such as silverware drawers and sliding extension shelves—without the cost of new cabinets.