

November 2005

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Estimators

Keith Trembley
Gary Proulx
Bob Cyr
Randy Nason
Moe Newland
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Joyce Perry
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Marketing Director

Laurie Cates



PAUL DAVIS

Restoration & Remodeling

a division of



Keith Trembley Builder/Paul Davis Restoration restores 19th century colonial in South Freeport

Paul Davis Restoration/Keith Trembley Builder has completed a major restoration project at a 19th century colonial home in South Freeport that suffered extensive damage in a three-alarm fire on February 27.

The fire started in a first-floor workshop area at the rear of the house and spread through the custom kitchen.

The fire damage was concentrated in the rear portion of the structure, but there was heavy smoke and soot damage throughout the 18-room house.



The deLesseps' 19th century colonial after restoration

Paul Davis Restoration/Keith Trembley Builder began work on the restoration project in May after another contractor had completed the clean-up work. The project was completed in late October.

Joyce Perry was the estimator for PDR/KTB; Dave Mitchell was the lead carpenter. Dave was on site four days every week to ensure that the project kept moving and was completed to the satisfaction of everyone involved. Dave was the "go to" man throughout the job and handled all aspects of this project in a timely and professional manner.

Joyce said the house was built in the 1840s, and the owners, Suzanne and Michael deLesseps, wanted

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The living room.

Owner's Corner: Customers, please speak up

Customers are the life blood of any business, and the construction and remodeling business is no exception. That's why we are delighted with the results of a recent survey by a Canadian marketing research firm, TLS.

The survey asked recent customers whether they would recommend Keith Trembley Builder, Inc. to their friends. They could answer "yes," "no," or "on the fence," and 83% answered "yes."

This statistic, which TLS calls the "net promoter" score, is used by the Ritz-Carlton Hotel to evaluate its customer service. A score of 70% or better is considered very good. A score of 83% is fabulous.

We're especially pleased about this response, because we know that satisfied customers are the best possible advertisement for a company like ours.

Satisfied customers may become repeat customers, like the Brewer homeowner who was so happy with his new porch that he asked us to build an in-law apartment onto his house. But it's far more likely that a satisfied customer will recommend us to someone else.

The survey also asked customers to rate the quality of our work on a scale of 1 to 10, with 10 being the most favorable rating. Our average score was 9.6, so I guess it's not surprising that our customers are willing to give us a positive referral.

* * *

I'd like all of our customers to know that we value your opinion. If there is any way that we can serve you better, please speak up. We'd like to know.

Thank you,
Keith Trembley



Keith Trembley
Owner

Our Customers Write

To: Paul Davis Restoration
P.O. Box 428
Old Town, ME 04468

I would like to take a moment to recognize two of our employees that I recently had the good fortune of meeting. Tiffany and Mandy were assigned to clean my entire home as a result of some soot damage caused by my furnace back in 2004. In my estimation, this seemed to be a huge task that would take several individuals a couple of weeks to accomplish. Within a week, your employees had gone through my home with a seemingly fine-tooth comb and cleaned virtually every inch of my home. This was an impressive feat for two young ladies in such a short time.

Their work, however, is not the sole reason for me writing this letter to commend them on a job well done. I was impressed by the attitude and sense of humor that they displayed while on the job. Unfortunately, I was not around much of the week that they were here, but when I was, I found them to be very busy and enjoying themselves as they worked. They left me notes to update me on their progress and let me know what was on the agenda for the coming day. If I didn't happen to see them on a particular day, I could tell where they had been just by the new-found state of order that the room was in. This I greatly appreciated. Tiffany and Mandy are two great employees, which you should feel fortunate to have on your staff. I would like to formally commend them a job well done, and informally commend them for having a great attitude toward the work that they do. It's not often that a complete stranger can come into your home and make you feel like they belong there.

Sincerely,
Glenn W. Annis
August 17, 2005

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
Integrity

Honesty
Respect
Dependability

Initiative
Empathy

Keith Trembley Builder completes in-law apartment in Brewer

When a Brewer homeowner decided to add an in-law's apartment onto his house, he didn't have to look very far to find a contractor.

He selected the contractor who had just completed the construction of a new porch that transformed the appearance of his garrison-style house, giving it a "warm and inviting" look.

That contractor was Keith Trembley Builder, Inc.

The owner was delighted with the porch, and wanted to maintain that "warm and inviting" appearance, while providing his in-laws with their own living space—a ground-floor apartment, attached to the main house, but with its own entrance.

He also wanted to make sure that the apartment blended in with the rest of the house—and the new porch.

KTB estimator Gary Proulx more than willing to take on the challenge.

When the porch was being designed, Gary first talked with the owner and then went back to the office to prepare a sketch of the



The in-law apartment nestles against the side of the main house

project. He followed the same procedure for the in-law's apartment.

"We wanted to make sure the apartment looked right along side the main house," Gary said.

The owner wanted the apartment to have a porch, similar to the main house, but Gary noted that it had to be the right size.

"The porch for the main house was 12 feet wide, because they wanted room for the entire family to gather there," he said. "If we made the apartment porch that big, it wouldn't look right, because the building is so



Gary Proulx's drawing of the main house and apartment.

much smaller. So we made the porch the same width as the chimney [on the side of the main house]. It's a good setting porch, with a rocking chair."

Gary presented a sketch of the in-law apartment to the owner, who approved the design. Construction started in December 2004, and the building was closed in January.

The interior work was completed during the winter, and the apartment was ready for the in-laws to move into when they returned from Florida in April.



Construction began in December 2004.



The kitchen and dining area.



The living room.

Keith Trembley Builder, Inc.

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Keith Trembley Builder, Inc. has been in business for over 25 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 your new address!

KTB/PDR restores 19th century colonial in South Freeport

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it restored to its original condition.

"That meant plaster instead of drywall, and a lot of custom trim work," she said.

The kitchen and workshop had to be completely rebuilt. We built custom cabinets in the laundry room and installed new wood floors in four rooms.

PDR/KTB brought in Jerry Rideout as a subcontractor to build the custom cabinets, and do the finish trim work. Jerry took over lead carpenter responsibilities for the final month of the project, as Dave was needed elsewhere. Jerry was able to coordinate and complete the final phases of the project and deliver a completely restored home to the homeowners.

Many of the rooms had crown moulding—moulding between the ceiling and the walls—which had to be custom-milled.

A number of doors had to be restored and hung, and new windows were installed in five rooms. A custom-built window seat was installed in the kitchen.

Because of the smoke damage, all



Soot and smoke damage was severe.



The piano room.

18 rooms in the house had to be re-plastered and painted.

The plastering was done by Zimba Co. of Fairfield.

A five-man painting crew from Seaside Painting of Saco painted the entire inside of the house, including the trim, and three quarters of the exterior.

"Seaside Painting did a fantastic job," Joyce said. "The head painter was phenomenal working with the owners. He spent a lot of time with Mrs. deLesseps to make sure he understood what she wanted—and to make sure that the end result reflected her wishes. He took a lot of care."

Flooring subcontractor Rick Davison installed new wood floors in four rooms and refinished the floors



The kitchen.

in all the other rooms in the house.

Carpenter Rick Schnitzel was able to repair the fire-damaged roof and clapboards. He had to purchase and install custom-milled trim to match the existing trim on the exterior.