

April 2006

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Keith Trembley
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Randy Nason
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Mike El-Hajj

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Jim Segal
Justin Ferry
Brian Hopkins

Marketing Director

Laurie Cates



PAUL DAVIS

Restoration & Remodeling

a division of



11-year-old Hampden girl saves house by shutting bedroom door

On the morning of August 22, 2005, 11-year-old Samantha Sanborn of Hampden was reawakened by a crackling noise. She opened her eyes and saw her bedroom curtain on fire.

She quickly got up, shut her bedroom door on her way out, and woke up her sister in the room beside her. Then she grabbed a cordless phone, exited the house with her sister, and called 911.

Samantha's quick thinking enabled her and her sister to escape without injury, and her call to 911 allowed firefighters to respond quickly and knock down most of the blaze within minutes. Samantha was also helpful with details of attic access for the firefighters.

The fact that Samantha shut her bedroom door prevented the flames from spreading to the rest of the second floor and saved the house.

"She had her wits about her," said her step-dad, Jeff Hamilton. Mr. Hamilton



Samantha Sanborn's bedroom after restoration.

and his wife Diane had left for work shortly before the fire started, but returned home quickly after being notified of the blaze. Samantha and Heather's grandparents were on the way to the house to take them school shopping.

The state Fire Marshal's office determined that the fire was started when the power cord on a window fan shorted out.

The Fire Marshal's presence was requested by Mr. Hamilton to determine the true root cause of the fire.

The fire was contained to Samantha's bedroom, but the heat was so intense that it melted a lampshade in the master bedroom down the hall, destroyed and melted anything that was plastic, and covered the entire contents of the upstairs with black soot. There was extensive smoke damage to the second floor, and smoke and water damage to the

(Please turn to back page)



Samantha Sanborn's bedroom after fire.

Owner's Corner: *I've never been more proud of my team*

During a two-week period in February, we received several unsolicited letters that I would like to share with you, because I have never been more proud of my team.

When I read these letters at our staff meeting and asked what they had in common, they replied with words like "kindness," "pleasant," "positive attitude," "problem-solvers," "patient," "understanding," and many more.

When I asked them what this all meant they replied with a resounding, "It is the service that counts!"

That is absolutely true, and I have known that for quite some time. It is not the quality of the product that is most important to our customers. It is the service that they receive throughout the entire process that really matters.

These recent letters and comments show that, from our field crews to our office personnel, we are reaching our goals of being the best.

Sincerely,
Keith Trembley



Keith Trembley
Owner

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 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 Customers Write: *a difficult project in Orono*

To: Michael El Hajj
Dear Mike:

Sally and I want to thank you for handling our project, and for all you did to make it a success. We are enclosing the final balance for the project, as discussed at our last meeting. All items have finally been resolved, and we are happy with the final result. The resultant transformation is as initially hoped, and we do enjoy the new appearance and functionality of our new kitchen.

We realize it was a difficult project, and thank you very much for

your persistence to obtain what we set out to do without having to make any sacrifice in the quality of the work.

It was a pleasure to work with you, and we feel that you are a very patient and understanding person. All of the workers that you brought into our home were very nice, as well as capable people, and we were pleased to have each of them work in our home.

We hope your plans for future expansion work out as you hope,

and we hope that the problems you experienced with this project will not happen very often for you in the future. Hopefully never!

With best wishes,
Fred and Sally Irons
Orono
Feb 3, 2006

Our Customers Write: projects in Scarborough, Falmouth, Brewer

Dear Mr. Trembley,

Karen and I would like to thank you for the excellent job that your people did on our attic remodeling project in Scarborough over the past several weeks. We are very happy with the final result, and we are looking forward to many years of enjoyment.

In particular, we would like to recognize two individuals for their outstanding efforts in helping us to design and build this project: your project estimator, Joyce Perry, and your truly exceptional master carpenter, Jerry Rideout. These two individuals have impressed both of us every step of the way. Even when we thought along the way that we had some show-stopping issues arise, Joyce and Jerry consistently found solutions that made sense, and made it look easy all the while. They should both be very proud of the excellent work that they do.

If at any future time, either Joyce or Jerry requires a reference or testimonial of their work, Karen and I would be happy to provide them separately or in combination our unconditional recommendation.

Sincerely,
Peter and Karen Donovan
Scarborough
Feb. 4, 2006

Dear Mr. Trembley,

I would like to take this opportunity to compliment your company and a few of your employees/subcontractors. I had two issues at my home, originating in October, 2005. I contacted your company because they were doing work at a neighbor's house. The people who I talked with responded immediately to my concerns and were very professional.

The first problem that I had was water intrusion through my roof due to heavy wind driven rain. I would like to compliment Justin Ferry and Danny (I apologize for not having his last name) for thoroughly investigating the problem and working through solutions.

The second problem that was discovered at the same time was a major problem. Water intrusion was

discovered in a back section of my house. Some of the framing was rotted and there were several wet areas. Justin Ferry did an excellent job of investigating the problem, working on solutions and developing a process to repair the problem. Throughout the whole process, Justin was very professional and courteous. He demonstrated a great deal of technical knowledge, and I was always able to reach him when I had a question. I cannot think of one time that I did not either directly contact Justin or he returned my call within one or two hours (even after normal working hours). This important channel of communication and response was highly valued by me and rare in the construction industry. Justin also brought in the right carpenters for the job. Mike Hyde and his partner Larry did an excellent job repairing the damage to the back of my house. They showed professionalism, technical knowledge and a strong work ethic. They worked in some very tough weather conditions to finish the job ahead of schedule.

I just wanted you to know that because of your employees' efforts and actions, I would not hesitate to call again or to recommend your company to my family and friends.

Thank you,
Ken Estabrook
Falmouth
Feb. 9, 2006

To Whom It May Concern:

I am writing to you to express my gratitude to Paul Davis Restoration and Remodeling for the excellent work that was performed at our residence and for the outstanding customer service provided to us for the four-month period of time while our home was under construction. We had a roof leak in October, which caused water damage to two of our bedroom walls, the living room and the living room ceiling. Mold remediation was performed and all of the walls were reconstructed, and our home looks better than ever! We are extremely pleased, and we wanted to take a moment to express our gratitude.

Regarding Ricky and Jeff, the first time we met them was October 11, and it was an after-hours call. I'm sure they were tired after having worked all day and being called out, but one would not have known that, because Ricky, in particular, was very kind to us and answered every question that we had. We really enjoyed getting to know them—they were always pleasant and came to work with a smile. They always had a positive attitude and a nice sense of humor. . . .

Chad Rhodes installed new paneling and a new ceiling in our living room, and he constructed and installed all of the trim in the two bedrooms and the living room. Chad is highly skilled and experienced, and he is a valuable asset to your company! He was very patient and willing to provide explanations and offer helpful advice—in particular, my husband enjoyed learning from Chad, and he was patient with our many questions. Chad was hard at work each minute he was here, and the finished product is incredible!

Last but certainly not least, Randy Nason handled our claim and all of the estimates, often being the liaison between us, the home owners, and our insurance agent, and we felt that he was fair and had our best interest at heart. He told me once that he loved his job, and it shows. . . . He has a great deal of integrity, and he seemed to care about our loss, and he worked very hard to get it taken care of as quickly as possible. . . .

Your quality employees, such as Ricky and Jeff, Chad Rhodes, and Randy Nason, are what gives your company the reputation that it has for providing outstanding customer service, excellent craftsmanship, and a wonderful end result, leading to very satisfied customers! I would highly recommend Paul Davis Restoration/Keith Trembley Builder in the future. . . .

Sincerely,
Michelle and Brian Larochelle
Brewer
Feb. 15, 2006

Keith Trembley Builder, Inc.

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Keith Trembley Builder, Inc.
is a Certified Pella ContractorSM

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!

Hamilton fire

(Continued from page 1)

first floor. All of the upstairs contents, including clothing, were ruined and disposed of.

The house had nine smoke alarms, but Samantha said she didn't hear the first one go off until she and her sister were walking out the front door.
* * *

Later that day, after the initial activity had calmed, Mr. Hamilton started looking for a contractor to repair the damage and make his house like new. He said he found Keith Trembley Builder through references.

"I asked around who is the best contractor to fix my house," he said. "The people I talked to recommended Keith Trembley Builder for this type of restoration work."

The reconstruction work included repairing the back corner of the house, replacing all the upstairs windows, and re-siding one half of the house. The second floor had to be gutted down to the studs.

Downstairs, half of the ceiling and all of the flooring had to be replaced due to water damage, and the entire area had to be repainted.

In addition to the reconstruction work, Mr. Hamilton asked Keith Trembley Builder "to do all the things



The Hamiltons also asked KTB to install new kitchen cabinets and countertops.

we've always wanted to do," including installation of new cabinets and countertops in the kitchen, replacing the woodwork and some of the trim, and finishing the basement. It was the best time to do it with everything torn apart and contractors already on site.

KTB estimator Moe Newland said work started in September, with Dave Mitchell as the lead carpenter. The work was done by a mix of KTB employees, tradesmen, and subcontractors.

The goal was to complete the major work in time for the Hamiltons

and their four kids to move back home for Christmas.

Moe said the goal was met.

"Some countertops couldn't be installed until January, but the Hamiltons were able to celebrate Christmas in their home," he said.

Mr. Hamilton said Moe and the crew did a great job, we are extremely happy with the outcome.

"Keith Trembley Builder's customer focus was exceptional," he said. "Moe Newland was a pleasure to work with. It wasn't like working with a contractor—he was more like part of the family.