

Where Honesty and Integrity Still Exist

July 2006

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### **Estimators**

Keith Trembley  
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Joyce Perry  
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Jim Segal  
Brian Hopkins  
Justin Ferry  
Stacey Goodwin



# PAUL DAVIS

## Restoration & Remodeling

a division of  KEITH TREMBLEY Builder, Inc.

### *KTB and Northeast Pain Management: one project leads to another*

For more than 25 years, Keith Trembley Builder has known that customer satisfaction is the key to success.

After all, satisfied customers not only tell their friends about Keith Trembley Builder, they may also become repeat customers.

Take Dr. Ben Zolper of Northeast Pain Management, 1365 Broadway in Bangor, for example.

Dr. Zolper was introduced to Keith Trembley Builder by a neighbor who was a satisfied customer, so when he needed a contractor to do some renovation work in the spring of 2003, he gave us a call.

Early in 2003, Dr. Zolper had purchased his current building, which contained a hair salon on one end, an eye-care facility



*Dr. Ben Zolper in one of his examination rooms at Northeast Pain Management, 1365 Broadway, Bangor.*

in the middle, and an apartment on the other end. Phase 1 of his business plan was to renovate the center portion of the building for the new medical offices of Northeast Pain Management.

*(Please turn to page 3)*



*The offices of Northeast Pain Management, 1365 Broadway, Bangor, which has been completely renovated by Keith Trembley Builder in several phases over the past three years.*

## Owner's Corner: Helping others

One of the highlights of the first half of 2006 has been our participation in several charity events.

In April, my brother Dan and I teamed up with Dave Higgins of Higgins Quality Homes, the Eastern Agency on Aging, and a couple of Job Corps students to install a handicapped ramp at a home of a Bangor couple. The Eastern Agency on Aging provided the materials, and we provided the labor to install the ramp.

On June 4, Stacey Goodwin and I rode in the 50-kilometer "Tour de Cure," from Biddeford Pool to Walker's Point to Goose Rocks. The day was beautiful and the scenery spectacular. We brought \$513 in pledges to help the Tour raise more than \$100,000 for diabetes research.

In May, Lisa Mahaney of our office staff participated in the Relay for Life in Old Town, which raised \$197,000 for the American Cancer Society.

Activities such as these are important for our company, for the community, and for me personally. I think they give us a better perspective on what's really important in our personal and professional lives.

Enjoy the summer, and look for ways to help others.

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



### 'Very impressive' water damage restoration in Portland

The work performed by Paul Davis Restoration in regards the water damage at 30-32 Elmwood Street was performed with exceptional professionalism and to my satisfaction. I feel an enormous amount of the success of the restoration project was due to the project coordination by Jim Segal.

Jim was very easy to work with and kept me informed of the scheduling of contractors with consistent telephone communication and property visits. Early on, his explanation of the contracts and warranty gave me the security that I was making a good choice with having Paul Davis perform the

insurance claim work. Now the work has been completed, I can say that I am very pleased to have had Jim Segal coordinating the project. His dedication to making sure everything was repaired to my satisfaction was very impressive.

Thank you, Jim, all the contractors, and Paul Davis, for the great work!

Kind regards,  
Peter Nenortas, Portland

### Pleased with Justin Ferry

We are very pleased with the work of Justin Ferry. His work was very professional and extremely helpful. We are also very thankful for the work of Mike and all the other workers. Everyone did a great job.

Cecil Jones

LEFT: The children of Chuck and Marlene Nightingale of Bangor left our workers this note—and some donuts—after they completed a major home-remodeling job.

## *KTB and Northeast Pain Management: one project leads to another*

*(Continued from page 1)*

Gary Proulx, estimator for Keith Trembley Builder, said crews started working in March, and by May, Dr. Zolper was able to move in.

In June of 2004, Dr. Zolper asked Gary and Keith Trembley Builder to start work on phase 2—converting the apartment area into office space, a lunchroom, and an additional waiting room for patients. The project was completed later that summer.

Dr. Zolper's business continued to grow, and in 2005, he decided to hire a second doctor and a third nurse practitioner. As a result, he asked Keith Trembley Builder to renovate the remaining portion of the main floor for two additional offices, another waiting room, an x-ray room, and storage.

He also asked KTB to renovate the entire basement area of the building as a physical therapy facility, with a waiting room and reception area, five treatment rooms, a large exercise/training room, and a conference room.

Work on the new medical offices began October 1 and was completed in December. The new physician, Peter W. Thompson, joined Northeast Pain Management in January 2006.

The basement renovations began in



*A treatment room at Northeast Pain Management.*

November 2005 and were completed in January 2006. Work outside the building—including an expansion of the parking area and landscaping—was completed this spring.

Dr. Zolper and Northeast Pain Management specialize in interventional pain management.

"Generally, our patients are referred by physicians," Dr. Zolper says. "We assess whether the patient has a treatable cause of pain, usually

in his or her spine. We then try to design a treatment that will help patients increase their function and get away from pain medication."

He says the treatment is usually done through a variety of injection techniques, which include fluoroscopic x-ray machines to make sure that the injections go where they will do the most good.

Both Dr. Zolper and Dr. Thompson are anesthesiologists who specialize in pain management.

Dr. Zolper says another reason for his expansion is that he has started a program of knee injections, combined with physical therapy, for the treatment of arthritis.

He says recent research has shown that combining x-ray guided injections with physical therapy reduces the need for knee replacements.

The material injected into the knee is Hyalgan (hyaluronic acid), a natural, FDA-approved substance derived from the comb of a rooster. Hyalgan has been shown to increase the lubrication of the fluid in the joint, thus reducing pain and increasing function in the knee.

Dr. Zolper says Northeast Pain Management is the largest interventional pain management facility in Maine. You can contract Northeast Pain Management at 207-942-6226, or check their website at [www.northeastpainmanagement.com](http://www.northeastpainmanagement.com).



*The entrance to Northeast Pain Management has a new handicapped-accessible ramp.*

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**is a Certified Pella Contractor<sup>SM</sup>**

*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, Dave Higgins, Eastern Agency on Aging team up on ramp*

Keith Trembley Builder, Dave Higgins of Higgins Quality Homes, and the Job Corps teamed up to install a new handicapped ramp for a Bangor couple through the Eastern Agency on Aging's Eaa-Z Fix It Program.

The Eastern Agency on Aging provided the materials, and Keith Trembley, Dan Trembley, Dave Higgins and his father-in-law, Rick Rankins, and two Job Corps students put the ramp together on Friday and Saturday, April 28 and 29.

The Eaa-Z Fix It Program clients were Eileen and Frank Gallant.

Frank is a veteran of WWII and the Korean War who suffers from pulmonary fibrosis and diabetes and has had open heart surgery. He was having an increasingly difficult time getting into and out of the house navigating the



*Dan Trembley stands on the completed ramp.*

stairs. Eileen also has a tough time with the stairs due to arthritis.

The couple, who lost a son to a

motorcycle accident, recently celebrated their 50th wedding anniversary.



*Dave Higgins and Rick Rankins.*



*One of the Job Corps students.*



*Keith Trembley (right), Dan Trembley (center) and a Job Corps student work on the ramp.*