

July 2007

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# PAUL DAVIS

## Restoration & Remodeling

a division of  KEITH TREMBLEY Builder, Inc.

### *Satisfied customer calls on Paul Davis Restoration to build new deck behind Scarborough home*

For more than 25 years, Keith Trembley Builder/Paul Davis Restoration has recognized that the best customer is a satisfied customer.

After all, when a customer is happy with a completed project, he's likely to tell his friends and neighbors—and he

knows who to call for his next job.

Peter and Karen Donovan of Scarborough first became acquainted with Paul Davis Restoration several years ago when their insurance company recommended us for a remodeling project  
*(Please turn to page 2)*



*The Donovans' new deck (above) with herringbone pattern (right).*

### *PDR restores Standish home after tree accident*

Virginia Dragomir has moved back into her split-level home in Standish after a freak accident caused almost \$80,000 damage to her kitchen, living room, and dining room.

Ms. Dragomir wanted more sunlight to reach her home, which is located in a heavily-wooded neighborhood, so last December, she had a contractor cut down seven trees on her property.

Unfortunately, the seventh  
*(Please turn to page 4)*



*The kitchen now has new French doors that open to a small deck and the back yard.*

## Owner's Corner: Helping others

We at Keith Trembley Builder/Paul Davis Restoration are very happy to report that we recently received four awards from the national Paul Davis Restoration organization. If you look very closely at the photo nearby, you can see Moe Newland holding the PDR Community Service Award, Bob Cyr holding her PDR Quality Award, and Sonya Bourgoin holding the Project Coordinator of the Year Award (the plaques are difficult to see because they're made of crystal). I'm holding the fourth award, the PDR Eagle Award for highest per capita sales.



Keith Trembley  
Owner

We are proud of these awards because of what they say about our company. The Quality Award is based on customer ratings of our performance. PDR surveys customers after every job is completed. The survey showed that we had the highest customer-satisfaction rating in New England and the second highest in the U.S.



Keith Trembley Builder staff with awards.

The Community Service Award highlights the many contributions we make to support charitable activities in the communities we serve. During the past year, these have included construction of a handicap ramp and deck, participation as a major sponsor of the Pine Tree Chapter of the American Red Cross, and sponsorship or support of the Firefighters Challenge, Relay for Life, Little League, Youth Hockey, Rotary Club charities, the Boys and Girls Club of Indian Island, the United Way of Aroostook County, and the Blessed Hope Ministry, among others.

We value our customers and our community. We are proud to serve both.

Sincerely,  
Keith Trembley

### 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*

## Satisfied customer asks PDR to build new deck

*(Continued from page 1)*

related to an insurance claim.

They liked the work we did, so they asked us to come back to create an office/media room in their attic.

They were pleased with that job, as well, so they called us again when they decided to add a deck to the back of their house.

The deck was constructed by PDR subcontractor Jerry Rideout, using Eon decking material, which is manufactured from 100% recycled PVC.

"Mr. Donovan did a lot of research," Jerry said. "He wanted to use Eon decking because it resists mold and mildew and it's virtually maintenance-free. Wood-composite decking has to be power-washed periodically and requires more maintenance."

Work on the project started in the fall of 2006 and lasted about two months. Jerry put the finishing touches on this spring.

The decking was laid out in a herringbone pattern, also at Mr. Donovan's request.

"He and I talked about it," Jerry said. "The homeowner wanted some angles in the design, so we came up with the herringbone pattern."

Jerry added that the Eon decking required more framing than other decking products.

"We tried to cantilever it as much as possible to give it a more stylized look," he said.

PDR estimator for the project was Joyce Perry.

## Our Customers respond

**Jen Baker, Hampden, ME:** Absolutely wonderful service!

**Fred Clarke, Bangor, ME:** Totally satisfied with the work and the individuals doing the work.

**Frederick Elsaessor, Brunswick, ME:** Crew went the extra mile to do an efficient and super job. Very pleased!

## Fire restoration project transforms third floor into master suite

A fire that started in a third-floor bedroom caused more than \$90,000 in fire and water damage to the home of Richard and Jayne Morrell in South Berwick last year.

The fire occurred on May 26. Later that day, a crew from the Portland office of Paul Davis Restoration was on site to board up the premises and get ready for clean-up and demolition work.

In addition to the third floor, there was fire and water damage to the master bedroom, hall, and bath on the second floor and the first floor staircase and hall.

PDR was able to seal off the affected area, and the Morrells were able to live and run their business out of the rest of the house for the next five months.

But when the project was com-



Wainscot on the window and the half-wall of stairway looking into sitting area.

pleted shortly after Halloween, the third floor had been transformed into a master suite with a bedroom, a sitting area, an office area, and a bathroom with a custom tile shower and walk-in closet.

The cause of the fire was an electrical short in a lamp on the third floor, which had two bedrooms and a bath that were used by the Morrell's daughters, both college students. After the fire, the two girls went out on their own, and the Morrells decided to make the third floor a master suite.

PDR/KTB brought in Dave Polkey and Mike Webster of Webpo Builders to do the demolition and most of the reconstruction work, including framing, drywall, trim, and flooring.

Dave and Mike opened up the walls and built a bedroom area with shelving for a TV and storage. They also installed a rolling barn-type door to create a separate office area.

A sitting area occupied the other side of the third floor, and the Morrells wanted a bathroom with a custom-tile shower and walk-in closet between the bedroom and the sitting area. Webpo built the bathroom and closet, while PDR subcontractor Jerry Rideout did the tile work for the shower.



The new custom-tiled shower.



The rolling barn door at left separates the bedroom and the office area.

A prefinished oak floor was installed throughout. Webpo installed wainscot with a wide sill in the eight third-floor window wells, which transformed the windows into useful storage and decorative areas.

The house is unique in that it has a mansard roof, which means that the third-floor walls have a slope that makes hanging drywall particularly challenging.

The project was also challenging from an exercise standpoint. The house sits on a sizeable hill and the majority of the work was two flights up. As a result, everyone who worked on the project got quite a workout.

Joyce Perry was the PDR estimator for the project.

### Jon Burnham joins PDR

Jon Burnham of Lisbon is the newest estimator in the Portland office of Keith Trembley Builder/Paul Davis Restoration & Remodeling.

Jon joined KTB/PDR in November 2006, after a 9-month stint estimating and selling \$600,000 worth of painting jobs for CertaPro Painters.

Previously, he worked for College Pro Painters, both as a franchise owner and painter, selling and painting \$390,000 worth of painting over three summers in Michigan and Maine.

A native of Lewiston, Jon attended Lewiston High School and earned a B.S. degree from Thomas Aquinas College, a small liberal arts college in California.

He spent a year at Ave Maria Law School in Michigan before moving back to Maine three years ago.

Jon and his wife Catherine have a son, Samuel, 2½, and a second child due in August.

He describes his primary recreational activity as "being a father"—trying to go on as many outings as he can with his wife and son. In future years, he expects these outings will include some camping, hunting, and other outdoor activities.



Jon Burnham

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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.*

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### Tree crashes through roof in Standish

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tree, a large oak, fell in the wrong direction and crashed through the roof, demolishing the kitchen and damaging the living room and dining room.

Ms. Dragomir called her insurance company, and the insurance representative called Paul Davis Restoration, a division of Keith Trembley Builder.

PDR estimator Mike Webster had a crew on site that afternoon to put a tarp over the damaged area and



*Above: the Dragomir house after the tree crashed through the roof. Right: the kitchen now has new French doors and a new deck.*



protect it from the elements. And as soon as the insurance adjuster determined the extent of the damage, Mike started work restoring the property to its full value.

The first step—rebuilding the shell—was done in January (AND FEBRUARY???) by Joe Campbell of Campbell Carpentry. Joe and his crew did the framing, reconstructed the roof, put in doors and windows, and did the siding for the affected areas.

Most of the interior work was done by Dave Polkey of Webpo Builders. Dave and his crew restored the living room, dining

room, and kitchen and refinished the hardwood floors in all three rooms.

Ms. Dragomir's kitchen now has new French doors, which replaced a single-entry door leading to the back yard, and all-new cabinetry and countertops. The kitchen also has a new dishwasher.

Ms. Dragomir decided to replace the old split-cedar siding with new vinyl siding at her own expense.

There were a few delays in the project, but Mike worked closely with the bank and the insurance adjuster to keep them to a minimum. Ms. Dragomir was able to move in at the end of June.

Mike says Ms. Dragomir is pleased with the quality of the materials and the workmanship—and she's very happy to be back home!



*Ms. Dragomir's kitchen with all-new cabinets, before the stove was put back in place.*