

Where Honesty and Integrity Still Exist

April 2004

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Jon Gaudet
Bob Davis
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Portland Division

Stacey Goodwin
Larry Olivier
Carolle Ohmeis
Joyce Perry
Jerry Rideout



PAUL DAVIS

Restoration & Remodeling

a division of



KEITH TREMBLEY Builder, Inc.



Above: Carpenters Paul Laffey and Dan Simon erect the facade for the new sign at Governor's Restaurant in Old Town. Right: The new entrance.



Governor's Restaurant: New sign, new entrance, new siding

The Governor's Restaurant in Old Town has a new look these days.

It has a new sign, a new entrance, and new cedar-shake vinyl siding that will never have to be painted.

And it looks good, thanks to a partnership between Governor's owner Randy Wadleigh and Keith Trembley Builders.

"Randy wanted to know what he could do to improve the appearance of the building," said estimator Gary Proulx. "He went to Bangor Neon, which developed a new sign, and we took the sign

design and developed an appropriate facade for it."

But the process involved a lot more than just coming up with a design. It included a sketch of what Randy was trying to achieve, and some honest conversation of how we could best achieve it.

And that's a major part of the benefit that a client gets when he does business with Keith Trembley Builders.

"We try to keep the best interests of
(Please turn to page 3)

Owner's Corner: Paul Davis Franchise wins awards

Our Paul Davis Franchise has won several awards for our excellent work in 2003. They are:



*Keith Trembley
Owner*

- District Franchise of the year for 2003: We ranked No. 5 Y-T-D for total sales out of all other franchises in the country.

- Eagle Award by District: We received this for having

the highest per-capita of market penetration for the year of 2003, \$17.48 per capita.

- Jon Gaudet: Individual award for associates who have accumulated \$1 million in total sales in 2003, along with a second award for individual sales of \$3 million since his career here at PDR
- Bob Davis: Individual award for associates who have accumulated \$1 million in total sales during their career at PDR.

Congratulations go out to all employees for helping to make these awards possible, and to Jon and Bob for their great achievements!! Let's make 2004 just as successful!

* * *

A side note: We received a 100% recommendation rate from all our customers that were surveyed in 2003. That's quite an achievement! PDR will recognize any offices with an award in 2004 for a 100% recommendation rate.

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 |

Come join us
at the 34th annual Bangor
Home Show

Bangor Auditorium and Civic Center

April 15, 16, 17, 18

Thurs 5-9 p.m., Fri 1-9 p.m., Sat 10 a.m.-9 p.m., Sun 10 a.m.-5 p.m.

Paul Davis Restoration and Remodeling - Booth 212



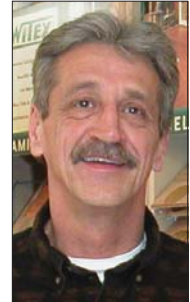
**Keith Trembley Builder, Inc.,
Re-Bath, and LeMica - Booth 137**



Governor's Restaurant in Old Town has a new look.

Estimator: Bob Davis

Bob Davis is a remodeling estimator for Keith Trembley Builders/Paul Davis Restoration. He grew up in the Bangor area, but lived in Arizona for 20 years, working as a construction



Bob Davis

superintendent for UDC Homes, a builder of semi-custom homes

He moved back to Maine three years ago, because his daughter and son live in the area. He has three granddaughters—a 7th grader and an 8th grade at Leonard Middle School in Old Town and a kindergarten student at Alton Elementary School in Alton.

Bob lives in Alton with his fiancée, Beth Michaud.

He's overseen a variety of remodeling, construction, and restoration jobs for KTB/PDR, including a 1,700 sq. ft. addition for Charles McCarthy (owner of Capitol Ambulance) in Brewer. He also converted a warehouse into an ambulance building for Capitol Ambulance in Portland.

In his leisure time, Bob enjoys snowmobile, 4-wheeling, camping, hunting, and fishing.

Governor's Restaurant: New sign, new entrance, new siding

(Continued from page 1)

our customers at heart and to guide them appropriately," Gary says.

For example, Gary recalls that Randy made a point of saying that he didn't want vinyl siding for the Governor's Restaurant's new look in Old Town.

Previously, the restaurant had been using painted textured 111-plywood siding with vertical grooves—which had to be painted every three to five years. By contrast, the cedar shake vinyl siding that Gary recommended will never have to be painted. At best, it may need to be pressure-washed once a year.

"With the old plywood siding, the restaurant looked its best once every three to five years," Gary said. "We felt Randy would be better off with vinyl siding—because it would look better and cost less—even though he initially didn't want vinyl. That's part of the value a client gets from working with Keith Trembley Builders."

Gary says Keith Trembley Builders also tries to ensure that each project is well-designed and looks right, to ensure the client gets good value for his construction or renovation dollar.

"We spend a lot of time with our clients, and we make suggestions to make sure we don't have to tear a project apart after we build it," Gary says. "We feel our customers hire us to do a good job—and as a result, they get a lot of design work without realizing they're getting it. We offer a value that very few construction firms in eastern Maine can offer."

In the Governor's project, Gary designed a facade that would allow the new sign to be displayed appropriately without the building looking top-heavy.

"We incorporated an 18" rise to add depth to the sign, and to give dimension to the building front," he said. "The end result is to accentuate the entrance."

Gary says "balance" is the key to a good design, and he says the Governor's new facade passes the test.

"It has to look right," he said. "It's pleasing to the eye because it's balanced. It's almost like getting architectural design services without going to an architect."

Wadleigh said he was very pleased with the results of the project. "In addition to upgrading the appearance of the Old Town Governor's, I wanted to make it a "prototype" so that I could bring the same look and feel to my other locations in the near future," Wadleigh said. "In fact, we'll be doing something very similar at the Bangor location this spring—and Keith Trembley Builders will be doing the job."



The cedar shake vinyl siding, installed by Ron Michaud, will never have to be painted.



The Governor's Restaurant job in progress.



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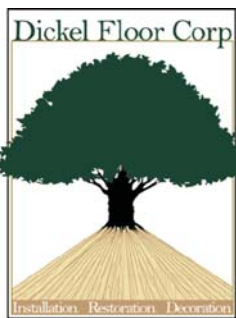
Keith Trembley Builder, Inc. has been in business for over 20 years. We provide services all over Maine for all of your building, remodeling, and restoration needs.

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!

Local Business: Don Dickel Wood Floors

"Don Dickel's floors are so beautiful his clients don't want to cover them up."

That's how the Home and Garden TV web site describes the work of



Don and Abbie Dickel, who own and operate Don Dickel Wood Floors of Winterport.

Don has been featured on HGTV's "Modern

Masters" series, which filmed Don weaving a wooden "rug"—a decorative floor with a woven look that Abbie designed.

He's also been featured on the Voice of Maine's Saturday morning



A wooden "rug" floor (above) by Don Dickel (right).

"Hot and Cold" talk show, and he's been quoted in articles about flooring in "This Old House" magazine.

Don has been building floors since he was 9, when he started helping his uncle on weekends and in summers.

"He has splinters in his blood," says Abbie, who has been working with him since 1983.

In the "rug" that Don did for "Modern Masters," he positioned pieces of walnut, Brazilian cherry and white oak to give the impres-

sion that the wood flooring was bending over and under the cross pieces, just like a basket weave.

Of course, not all of Don's floors are that elaborate.

"We've worked with historical societies, and

we've restored and installed dance floors," Abbie says, "but regular average floors are our bread and butter." She also points out that the woods they prefer to work with—maple, birch, and oak with minor imperfections in the grain to provide "character"—are the least expensive.

In addition to wood floors, Don and Abbie sell and install laminates and engineered floors.

Abbie also sells real Persian rugs—all hand-made and all from the original Persia.