

SAFETY IN MIND

FIRST AID & CPR TRAINING SEMINAR

Safety is a number one concern on our construction sites, and in that tradition, all Heritage employees participated in our annual First Aid & CPR training class. Every year, we invite a certified First Aid and CPR instructor to hold a training seminar at the Heritage office to review our skills and learn how to handle emergency situations—before they occur.

During the class, everyone participates in applying first aid techniques like treating for major injury, shock, applying bandages, and the like. CPR skills are learned by practicing on dummies, which is much more effective than simply reading through the procedure.

This year's training included an exciting test of our skills where a fake accident scene (called a "moulage") was created in our

office parking lot. A few Heritage employees wore makeup to simulate cuts and bruises while the rest of us responded to the scene to provide first aid and take charge of the situation. It was quite an exciting way to practice the important skills that could someday help save a life!



Heritage employees practice their CPR skills at our Annual First Aid and CPR training seminar

Heritage Builders Inc. is a fully licensed Design/Build Remodeling firm located in Saint Louis Park, MN. We specialize in all types of home design and remodeling, from the smallest of handyman jobs to entire house remodels. Our 33-year tradition of in-house design services combined with our on-staff craftsmen can help you create the home of your dreams.

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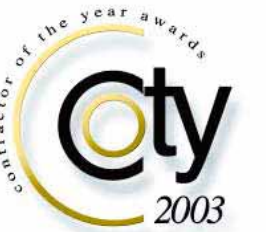


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Professional Remodeling Since 1971

Heritage Builders



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Preventative Maintenance Tips

Wood Flooring

- Avoid the need for costly refinishing by re-coating every few years. The amount of time between coats will vary on the amount of use the floor receives.

Granite Countertops

- Granite countertops are pre-sealed at the time of installation. It's important to re-seal (a simple 15-minute exercise) your granite countertops once a year to help resist staining and to keep their beautiful shine.

Exterior Grading

- Keep water away from your house and basement by ensuring that the soil immediately adjacent to your house is sloping away from the building. Settling and soil compaction can cause water to be directed toward your house – and ultimately into your basement.

PROJECT SPOTLIGHT

2003 COTY AWARD WINNER

EMSHOFF/MCDIARMID RESIDENCE

We're proud to announce that Heritage Builders was honored with the 2003 Contractor of the Year (CotY) award for Best Kitchen Design in the sixty-thousand dollar and above category.

The prestigious award recognized the outstanding effort the Heritage Design Team put forth in the design and construction of Beth Emshoff and Anne McDiarmid's beautiful kitchen remodel in Saint Paul. There were more than 15 kitchen projects vying for the award this year. This event draws every major remodeling firm in the Twin Cities, thus making this award extra special for both us and our client!

The story of this kitchen remodel is truly a remarkable one. Beth and Anne were coping with

a small and cramped galley kitchen with outdated appliances and minimal storage space.

With only 130 square feet available in the kitchen, the new design needed to seamlessly incorporate modern-day appliances and plentiful storage space, all without wasting an inch. You can see that this kitchen breaks all the rules of the common kitchen. The custom cabinets on the sink and cook top wall of the kitchen were designed to be 30 inches deep – a full six inches of extra storage space. The

full-extension drawers under the gas cooktop provide plenty of storage for pots and pans and are extremely accessible. The upper cabinets were also increased to 18 inches deep, 6 more inches than standard size.

In addition, a large pantry cabinet inset into the kitchen wall provides ample room for canned goods and jars (where there would otherwise be no space available.) Floor to ceiling cabinets opposite the sink and cook top contain the major cooking ap-



Our 2003 CotY Award Winning Kitchen

pliances: the wall oven, microwave, and warming drawer on one side; a full-height pantry with roll-out shelves and space for a 19" television on the other. An efficient message center to store telephones, phone books, and the mail are tucked neatly out of the way with a charming space at floor level for the cats' food and water bowls. To top it all off, a seating area in the breakfast nook provides additional countertop space and even more storage in the supporting wall below.

Granite countertops, custom cherry cabinets, and beautiful ceramic tiles make this kitchen a beauty, but it's the creative and functional storage spaces that make this kitchen such a winner.



A unique space-saving solution for feeding the cats.

THE REMODLING EXPERIENCE

A SUCCESSFUL PROJECT BEGINS WITH LISTENING

By Bob Near, Designer

Listening... This typically isn't the first thing that comes to mind when considering the important qualities you want from someone who will be working with you when designing your dream remodeling project. Today's hit TV shows want us to think that over the top style and uniqueness are the traits we want from a designer. In a ½ hour TV episode, where ratings are important, the basic ingredients that are important to a successful renovation project are difficult to capture on camera and appear boring. When taking on a renovation project of any significance, you need more substance than just the latest fad. A designer who takes the time to build a strong relationship with a client is ultimately what leads to a successful renovation project. Listening is the key to keeping this relationship strong. Listening allows us to under-

stand your wants and needs — thus enabling us to develop your project and its success.

taking the time to get to know **you** and allows us to understand your priorities, vision,



A beautiful composition such as this can only be achieved with good communication with our clients.

True listening is much more than reviewing a checklist of wants, needs and budget - it is

and dreams. Listening allows us to help you create the home you want, where you want it.

Amazing things take shape when a positive relationship is struck between a designer and a client. We understand that you want to be involved in the design process. A professional designer will add their creativity and expertise in the building industry. When working with Heritage Builders, you become a member of our design team. As we get to know each other and discuss the vision for your project, we begin to understand the role each will have as members of the design team. The time investment at the beginning of the design process is ultimately what allows Heritage to make the entire remodeling experience the best it can be for you.

Heritage Builders has been a leader in the Twin Cities remodeling industry for over 33 years. We understand that building great relationships is the first step in building great projects.

OUR HOMETOWN HERO

MIKE STIFTER RETURNS HOME

SPC Mike Stifter, a member of the United States Army 82nd Airborne "All Americans" has recently returned home from his tour of duty in Iraq. He is



SPC Michael Stifter
US Army 82nd Airborne

the son of our production manager Kirk Stifter.

Mike and his fellow soldiers in the 82nd Airborne have just completed a full year of serving our country and are more than excited to be back with their families. During the last year, Mike has been through many parts of the Middle East, including Iraq, Kuwait, and Qatar.

At the onset of the conflict, Mike's unit was dispatched to Iraq, and after Baghdad fell he spent the remainder of the year patrolling the Baghdad area. During his tour in Iraq, Mike was swiftly promoted to the rank of Specialist.

Thanks in part to a generous gift from our remodeling clients



Mike and his fellow soldiers on patrol in Iraq

Tom and Jean Christiansen, Kirk and his wife Liz were able to fly to Fort Bragg in North Carolina to greet Mike as he stepped off the plane. It was truly an emotional reunion, as Mike had been away from his family in Minnesota for the

last 18 months.

After two weeks of debriefing, Mike returned home and is currently enjoying a well-earned thirty day leave.

We're proud of you Mike!! Thanks for serving!!

IKE'S CORNER

By Ike Daughenbaugh, CR, Owner

When it comes time to make the decision to remodel, it pays to do some research. In addition to design considerations, there are also financial realities that will affect your decision when improving your home. One of those that can be difficult to define is the cost versus value relationship.

Cost is something that is easily identified- how much money will you spend on your remodeling project? Value can be defined two ways; how much of your investment will you recover if and when you sell, and how will the benefits of your new remodeling project positively affect your quality of life? Usually when the remodeling itch appears, it is because of a shortcoming in your current home- the family room has no room, the kitchen is outdated and worn looking, or your master suite just isn't sweet. Most of us view our home as part of our long-term investment strat-

egy and we want to know if the dollars we invest in our home will be returned by an increase in market value.

years. The staff compiles data for 35 specific areas of the United States - of which Mpls/St. Paul is one, and publishes

costs and then determine resale values based on the judgment of local appraisers and brokers. This article is a widely quoted resource for determining payback on remodeling projects. According to the Cost vs. Value report that appeared in the November 2003 issue of *Remodeling* magazine, bathroom remodels and bathroom additions provide the #1 return on investment returning more than their actual cost. Kitchens and many other projects follow closely in payback percentages. The adjacent chart shows some of the hard numbers taken from the survey of the Minneapolis/St. Paul area.

It's generally worth the immediate improvement to your quality of life to move forward with a remodel, but it's nice to know what the market may return after you make such an investment in your home.

Cost vs. Value

According to *Remodeling* magazine, November 2003, these are averages of cost immediately recouped from remodeling projects in the Minneapolis/St. Paul area:

- Major Kitchen Remodel (Mid-Range) 104%
- Major Kitchen Remodel (Upscale) 119.9%
- Family Room Addition 86.2%
- Bathroom Addition (Mid-Range) 127.3%
- Bathroom Addition (Upscale) 110.9%
- Bathroom Remodel (Mid-Range) 104.3%
- Bathroom Remodel (Upscale) 132%
- Master Suite (Upscale) 104.5%
- Deck Addition: 103.6%
- Window Replacement 87.8%

reprinted from *Remodeling* magazine, November 2003

The industry leading monthly publication *Remodeling* magazine has published it's annual Cost vs. Value report for many

individual reporting data for each of these areas. They consult geographical estimating data to get average project

HERITAGE NEWS

WHAT'S HAPPENING AT HERITAGE

Congratulations to Tom and Joslyn who were recently married on the beach in Playa Del Carmen, Mexico, and also have purchased a home together in Bloomington. Both of them enjoy camping and are looking forward to a trip this Spring.

Ryan and Ken just completed their Certified Lead Carpenter training class and took their extensive certification test in early February. Results are due in soon. Good luck guys!

Steve is planning an exciting snowmobile trip to Cooke City, Montana this April, and is looking forward to a busy summer helping his mom and dad remodel their lake side cabin.

JoAnn and Ike had the good fortune to buy the 75 millionth bottle of wine at Surdyk's and won an all-expense paid trip to beautiful Italy!

Ryan and Karissa are expecting their first child on February 28th — Congratulations!! The great snow this year has allowed Ryan to pursue his sport of passion—snowboarding.

Kirk and his wife Liz are excited to have their son Mike home from Iraq and are looking forward to spending time with him

during his thirty day leave. They are also eager to return to their new cabin to spend the summer days fishing and relaxing at the lake.

Bob and his wife Heidi are also expecting, this will be their second child! Congrats! As if they weren't busy enough, Bob is working to complete his kitchen



The Heritage crew hard at work on another great remodeling project.

remodel in time for the baby.

As usual, Ike has enjoyed snowmobiling in the Rocky mountains and plans on making several more trips out there this year, including one in June!

Ken and his wife Cindy have their hands full with their four kids, and are really looking forward to spending some quality family time this year up at their cabin on Lake Battle.

Rob recently returned from a fun weekend trip to Duluth for the Gophers-Bulldogs hockey games, and is excited to visit his parents in March for his Dad's birthday.

JoAnn went on a family snowmobiling trip to Jackson Hole, Wyoming over Christmas, although Ike thinks she enjoyed the shopping more than the sledding.