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Home Improvement Review

Dedicated to our more than 900 satisfied customers over the last 25 years.

Volume 1 Issue 2

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All of us at Stebnitz Builders, Inc. are excited to be able to bring this quarterly newsletter to you. We've always felt that keeping in contact with our clients was important to us. We want to keep you informed about everything happening at Stebnitz Builders, Inc. If there are things that you would like to see more of in the newsletter, give us a call or write us and let us know. Again, we look forward to keeping in touch with everyone!

Happy Holidays from Stebnitz Builders, Inc.

Happy holidays to you from everyone at Stebnitz Builders, Inc. We had a great year and a lot of fun with the projects we completed this year.

We want to send out a "thank you" to all of our new clients that joined our family this year. We are proud that you put your faith in Stebnitz Builders, Inc. to complete your project with the utmost amount of professionalism and client service. We look forward to working and keeping in contact with you in the future. If you have any concerns you would like addressed, give us a call at 728-8027.

Our sincerest gratitude also goes out to all our over 800 loyal clients that have been with us over the years. Some of you have

been working with us for over ten years now. We take pride in knowing that our service to you has kept you with us for this long.

As always, if any of your friends are in need of a contractor for their home improvement or new home, have them call us at 728-8027 for a free consultation.

Again, thank you to everyone and may you have a wonderful holiday season and a great new year.

Sincerely,

Dave, Gary, & Dan Stebnitz

"Company focus" brings national recognition

Stebnitz Builders, Inc. posts its highest ranking at #174.

Stebnitz Builders, Inc. was once again recognized as one of the top remodeling firms in the nation last month.

Qualified Remodeler, a national trade magazine, slated Stebnitz Builders, Inc. at the 174 spot in a ranking of the top 500 firms. The new position represents a 43 point swing from the 1996 ranking which had the 25-year-old family business at number 217.

Dave Stebnitz, president of Stebnitz Builders, Inc. praised everyone in the company when accepting the accolade.

"We are only as successful as the people we have in our company make us. Everyone is working on the same page to



Dave, Gary and Dan Stebnitz display their latest position in the nation's Top 500 Remodelers, according to *Qualified Remodeler*.

promote client service and satisfaction. Without that commitment, the company wouldn't be as successful as it has become."

According to Stebnitz and his two brothers/ partners, the company has been built and continuously refined to accommodate the client.

"When our clients call us, we want them to feel that someone is always there for them. Regular daily business hours with two secretaries, three salesmen and two production managers gives the client a person to talk to at any time of the day instead of just an answering machine,"

explained Gary Stebnitz.

Since 1995, Stebnitz Builders, Inc. has found itself in the annual Top 500 ranking beginning with their breakthrough position of 404.

Project Focus - Turning an old house into a “new home”



When Henry and Melanie Rackiewicz decided to spend more than just summers at their Wisconsin get-away, they knew there would have to be some major renovations made.

The house would need to be updated and remodeled to be livable throughout the year. They needed a more functional kitchen, a renovated bathroom, insulation in the walls and a new roof and siding.

Henry and Melanie decided to complete the work in stages and they started with some minor interior work. But first, they needed to find a builder. According to Henry, their first contractor was not the ideal choice.

“One time he didn’t show up when he said he was going to and I found him in a tavern down the road. He didn’t have an excuse. He didn’t even apologize. That was the end for him,” Henry said.

Beside the contractor’s lack of professionalism, Henry said that his work left much to be desired. “We needed to find someone with the ability to do the job well and someone with a professional work ethic,” Henry said.

After talking with several neighbors and seeing advertisements, Henry and Melanie

called Stebnitz Builders, Inc. in to see if what their neighbors said was true.

Gary Stebnitz, Vice President of SBI and Chuck Cervenka of Kustom Kitchen Designs arranged a meeting with the Rackiewicz’s to prove to them it was true.

“The first time Gary and Chuck came to our home to look at our kitchen project, we were impressed by how easy going they were,” Henry said. “They joked with us and made us feel very comfortable.” By the end of the meeting, Henry & Melanie were convinced.

They were given a fully-detailed contract explaining exactly what would be involved, along with the price, start date, approximate finish date and a schedule of how the job would run. Henry knew they had found the right people for their job.

“What impressed me most was the schedule of events. I knew what to expect every weekend we came up. Everything they said would be done was,” said Henry. He also said that having someone you can trust while you’re away during the week is a big relief.

The first phase of the job started in 1993. The kitchen and bath were completely gutted and remodeled along with replacing all the windows on the first floor.

“At any time, I could call their office and talk with someone, whether it was a secretary, another salesman or even one of the brothers (owners Dave, Gary, and Dan Stebnitz),” said Henry. Even though the Rackiewicz’s were over a hundred miles away during the week, they never felt they were a hundred miles away from the project.

As Henry said, when they felt like they needed to become more involved in the project, all they had to do was call.

Another aspect that Henry and Melanie appreciated was Stebnitz’s ability to deal with them not as customers, but as “neighbors.”

One day, about two years after their first phase of remodeling was completed, Henry was buying gas at a gas station in Delavan when Gary walked past. According to Henry, Gary didn’t miss a beat. “He said hi to me, asked about Melanie, asked how everything was going and said if there was anything he could do for us, to call,” Henry said.

“At that point I really knew I was more than just a customer to him.”

The second phase of the job was completed this summer as the roof and siding was replaced. A new concrete driveway was installed and a new deck was built on the back of the house.

Both Henry and Melanie say they have found a great match with Stebnitz Builders, Inc. “What we have found working with the Stebnitz’s is they will make things right. When a problem came up, they didn’t try to find blame. They fixed it,” Henry said.

Henry also says they learned something by going through both experiences. “There is



a major difference between a professional contractor and a builder working out of his truck.”

Our advice to people looking to remodel their home is to go with a reputable business. You definitely get

what you pay for,” Henry said. “We’ve had such a good experience with Stebnitz Builders, that we’ll be using them for our projects in the future.”

Household Tips

We recently ran an article in the paper that was well received by its readers. We explained how to eliminate squeaks in the floor. "Squeaking gremlins," as I refer to them, are evident in just about every home. You can't get rid of them all, but here are a few ways to try.

✓ **Get 'em from underneath:**

If you have a basement underneath one of the squeaky areas and the basement's ceiling is exposed, try wedging a wood shim between the floor joist and the floor.

✓ **Get em' from above:**

If your squeak is in a floor covered by carpeting and you do not have a basement underneath, try driving a two-inch finishing nail into the floor joist at an angle.

✓ **Only for the adventurous:**

Pull back the carpeting to reveal the wood sub-floor. Set a few two-inch screws into the joist. The trick is to be able to lay the carpeting in its original state. You may have to stretch the edges to fit. If the carpeting doesn't lay exactly the same way, you will see gaps against the wall or ripples across the floor.

After you have expended all the options and the "gremlins" are too much to deal with anymore, the only recourse is to remove your flooring and re-attach your sub-flooring. This will cost you, though. If you can live with those noises when you walk, you can always chalk them up to the house's "character."

Reader Response Card



Please check the appropriate box(es):

Please contact me regarding the following project(s)

I would like to continue receiving *Home Improvement Review* free.

I would like to see a topic covered in *Home Improvement Review* concerning the following subject

Phone: Home: _____ Work: _____

Name: _____

Address: _____

Our next newsletter will be coming out in March. We will be featuring more household tips, our latest project and employee highlight. We welcome any comments, call (414) 728-8027.

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***Barker Building Supply
Congratulates
Stebnitz Builders Inc.
On their First 25 Years
of Business!***

**Barker Looks Forward to
Working with Stebnitz Builders
and their Clients!**



Focus On Mike Jeffrey:

*Stebnitz Builders, Inc.
Lead Carpenter*

Sometimes keeping a really good person, as well as an exceptional carpenter with your company, is a difficult thing.

Mike Jeffrey was a pleasant surprise when he was first hired by Stebnitz Builders, Inc. in 1991. But when he decided to leave and start an auto body shop in Delavan with his father, the company was at a loss.

In 1995, we were fortunate to have Mike back with us and this time we won't let him get away so easily.

Mike started in the building business when he was building and expediting new homes in Lombard, Illinois in 1988. He decided to move with his wife and family to their summer residence of Delavan in 1990.

Mike has a great work ethic along

with an ability to ease a client's worries about the outcome of their project.

The best way to eliminate concerns is by exceeding the client's expectations. Mike continues to do that, no matter the job!

**Thanks Mike, it's great to have you
back with us!**

Reader Response Card



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