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professional remodelers since 1972

Home Improvement Review

Dedicated to our more than 1,000 satisfied clients over the last 28 years.

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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 remaining in contact with our clients was important to us. We want to keep you informed about everything happening at Stebnitz Builders. If there are things 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 to all!

What a year 2000 has been.

We made it through the much-hyped Y2K threat unscathed. We formed many new relationships with clients and the professionals that helped us make each project a success. We've been able to complete some very exciting projects

with interesting details and fascinating selections that have never been chosen before.

This year has truly been unique to any other and it's been a great year for Stebnitz Builders and its associates.

The biggest highlight of our year was being chosen the 2001 National Remodeling Quality Silver Award Winner (see story inside).

After a lengthy judging process which included looking at the business as a whole as well as our commitment to client satisfaction, the National

Association of Home Builders Research Center bestowed upon us an award that has never before been given to any other Wisconsin company. This was a tremendous honor for us.

Some of the other exciting events of 2000 was our 4th annual 50/60/50, where we were able to help over fifty people with work they otherwise would not have been able to complete. Every year this event gets bigger and every year we have a better feeling about the impact we can have on the community in which we live and work.

Another cause we have had an active

interest in has been the Lakeland Builders Association. The work we have done through this organization has had a benefit not only to our company and the other building and remodeling companies in our area, but it has a direct impact to all the people who look to have home improvement projects completed by a professional. Through educational seminars and professional networking, the building industry in Walworth County is getting stronger. There is a very active push for a dramatic increase in business professionalism and integrity. A healthy industry is good for everyone.

We at Stebnitz Builders have been blessed with many things this year and much of what we are thankful for can be directly attributed to the faith and dedication you, our clients, have in the company we have worked very hard to create. We look forward to continued hard work to find the success and good fortune we have had this year. The upcoming year is a very exciting one with many possibilities - what an opportunity!!

Thank you all. May you all find the peace and grace we have been so fortunate to have. Merry Christmas and best wishes for a happy, healthy and prosperous 2001.



2000 was filled with many new and interesting projects, along with great relationships with new clients.

What's inside

2001 National Remodeling
Quality Silver Award Winner!!

Cut your energy bill - now!

Focus on Lead Carpenter
Bryan Loepke

Achieving the National Remodeling Quality Silver Award

Stebnitz Builders becomes the only Wisconsin company to ever win the NAHB award.

Quality. This was the overriding criteria to winning the National Association of Home Builders' National Remodeling Quality Silver Award. Quality in client service. Quality associates that work for the company and a quality process in the way the business is operated.

Stebnitz Builders was selected to receive the prestigious award based on our attention to exceeding these requirements.

"We are honored to be the recipient of this award, said company president, Dave Stebnitz. "We have achieved the industry's highest award while becoming the leader in our local industry because of one important mission: exceeding our clients' expectations and delivering an unmatched home improvement experience."

What makes this award so special for Stebnitz Builders is the emphasis it puts on the operations of the company and the companies it works with to complete projects that exceeds the clients' expectations.

According to Dave Stebnitz, the company's success is directly connected to the integrity of the people and companies they work with. By adopting the principles Stebnitz Builders hold, the companies working with SBI are adding to the success of every project completed. "It is because of these people that we are the company we are today," Stebnitz said.

"Winners of the National Remodeling Quality Award must direct all of their operation toward the goal of customer satisfaction," said Lisa Bowles, president of the NAHB Research Center. "This award bestows the highest recognition for quality achievement in the remodeling industry, so winning it places

Stebnitz Builders in an elite group of remodeling companies."

Beside our quality work and our long history of customer satisfac-



tion, the judges were also impressed with our "50/60/50 program," which provides free assistance to seniors who may have small but significant remodeling needs, such as repairing storm doors, cleaning gutters and even moving furniture. Each April, the company offers \$50 in free labor or materials to the first 50 people to call for the assistance. The only requirement is they have to be at least 60 years of age.

"We've had this program for four years," said Chris Stebnitz, marketing director for the company. "It's been a great success. We fill our limit every year and each spring people look for our announcement and our ads to make sure they get on the list. It's been an

extremely successful public service program and we're happy to offer it to seniors here in Walworth County."

The NRQ Silver Award isn't really the result of an annual competition.

According to Bowles, the award is a result of quality evaluation. The award is given out on a requirement basis. Unlike most other awards, this award is given to a company only if it reaches the criteria set by the judging panel. There have been years that the award has not been given out due to a lack of qualified companies being evaluated.

Only two other remodeling firms in the United States were honored in this year's award presentation. Stebnitz Builders was one of four companies selected for a rigorous, one day on-site visit by a team of judges which interviewed current and previous clients that went back two years.

Team members also talked with subcontractors, suppliers, and Stebnitz associates. Finally, the team made on-site visits to determine the company's current quality work.

The panel of judges evaluating the entrants this year consisted of two previous winners of the award, along with the Editor of Professional Remodeler magazine, a research director from Harvard's Joint Center for Housing Studies and a Director of the NAHB Resource Center.

According to the NAHB, the award they have developed is patterned after the Malcolm Baldrige National Quality Award, given by the U.S. Department of Commerce.

Natural gas prices have skyrocketed and they don't expect to be returning to earth anytime soon. Here are a few ways to try to keep those costs out of the realm of insanity.

Set your thermostat as low as comfortable in the winter and as high as comfortable in the summer.

Clean or replace filters on furnaces once a month or as needed.

Clean warm-air registers, baseboard heaters and radiators as needed; if in doubt about how to do this, call a pro.

Bleed trapped air from hot-water radiators once or twice a season; again, if in doubt about how to do this, call a pro.

Use kitchen, bath and other ventilating fans only as long as necessary; in just one hour, these fans can pull out a house-full of warmed or cooled air.

Keep the draperies and shades on your south-facing windows open during the day during the heating season to allow sunlight in and help warm the inside air.

Make sure you have proper insulation in the walls and in the attic.

Caulk or weather-strip drafty windows and doors.

Look for the Energy Star and Energy Guide labels. Energy Star is a program of the U.S. Department of Energy and the Environmental Protection Agency, designed to help consumers identify energy-efficient appliances.

Consider enrolling in a budget billing program, in which customers pay an equal amount every month rather than much higher amounts in winter.

Set the thermostat back a few degrees. Each degree cooler a home is kept can reduce the heating bill by 3%.

Wear more wool.

Source: U.S. Department of Energy -

Reader Response Card



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Holiday Season Marginal Notes:

****A three-year-old once gave this reaction to his Christmas dinner: "I don't like the turkey, but I like the bread he ate!"****

****May your holidays be happy days, filled with love and laughter, and may each day bring joy your way in the year that follows after.****

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Focus On
Bryan Loepke:
Strange how fate works . . .

June 22, 1998, Bryan Loepke was in his truck heading toward SBI when his wife called and told him that a client he had done work for, had given him a worthless check. Fed up with this part of working on his own, Bryan decided to pull into our office and ask if we had any available positions. As luck would have it, we did and it has been a great relationship since.

Bryan has been one of our group of talented Lead Carpenters now for more than two years. The projects he enjoys doing the

most are additions because of the challenge to make the "old" blend in with the "new." Bryan and his wife Shelly have two children, Cody (5) and Stephany (3).

When he has free time, one of his favorite hobbies is restoring old cars. Last summer Bryan restored a 1979 CJ-7 Jeep.

Bryan has been a great fit for SBI and we are lucky to have him on our team -

and we have fate to thank for that.

When asked what he thought was the best attribute to Stebnitz Builders, Bryan said, the people. He thought the staff that work here was one of the best.

With people like Bryan on board, we happen to agree with him.

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: _____

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