

The Literary Side of Comfort: Home Libraries a New Trend

"A good book, a decanter of wine and a few worldly treasures make for this year's hottest look in home decor, not to mention a delightful evening enjoying some of the finer things in life. If you have been reading up on home fashion, you have undoubtedly discovered customers are asking home builders across North America to include a home library in their floor plans. Yes, today -- in the computer era -- we still want to curl up with a good book. This is important information if you are planning to sell your home in the next year or two. Plan to include a library or reading space in your decor planning; always attempt to give potential buyers what they are looking for. Despite this age of instant information, we still find comfort in a good, old fashioned book. If we cannot build a new home that includes a separate library space, we can still add the comfort and feel of a library by converting a dining room into a dual purpose space; library by day, dining room by night. Simply install a wall of shelves or add a few freestanding bookcases to one wall. In the living room or master bedroom you can create the feel of a library space with an end table that looks like a stack of giant books next to a favorite reading chair." - *From www.housingzone.com, Copyright 2004 Sun Media Corporation, London Free Press (Ontario, Canada), February 14, 2004 Saturday Final Edition*



Let us help you create your own reading space!

Proud members of:

National Association of the Remodeling Industry (NARI) www.narimetrodc.org
Remodelers' Information Technology Group (RITG) www.ritg.org
FYInetwork sponsor www.fyinetnetwork.info

A New Addition to the Home Equity Builders Newsletter Coming in the Next Edition!

BUT WE NEED YOUR HELP!

The next bi-monthly newsletter will include an exciting new section intended to provide quality information based on our clients' exact needs. Any and all of our clients are welcome and encouraged to send in their home remodeling or handyman questions to Jeff.Rainey@hebinc.com. Questions will be addressed in the next newsletter, providing fast, free information for your home improvements.



Quality Remodeling and Handyman Services

The Survey Results Are In!

First, a big thank you to all of our clients who took the time to fill out a survey. A donation will be made to the charity you indicated on the top of the survey form. The results provided us with a wonderful insight into how we're doing, from our clients' perspectives. We're glad to know that most of you chose our company to do work for you based on our reputation. We'll continue to work hard so that our reputation can continue to shine. The top three things you rated us as above average/excellent on are:

1. Our communications with you—we continue to strive to provide an open environment with constant flow of information; this area can always improve so we won't stop trying!
2. Our first meeting with you—we will always trying to make a strong, and lasting, impression
3. Your overall satisfaction with HEB

While we're proud to have excelled in the above aspects, amongst others (it was a close vote!), we know that there are always things to work on and even what is considered your "best" can usually be improved! Customer satisfaction will always be number one to HEB.

We also learned from the survey that our clients are always talking. The majority of you told us you had spoken with neighbors or friends about us in the past year. We will strive to make sure that all talk is good talk. Don't forget to refer your friends in need to our website at www.hebinc.com.

Overall, the survey allowed us to find out the areas where we have pleased you and those where we need to make sure we focus more effort. If you have any comments or if you didn't get to fill out a survey and want to, give us a call at the office at 703-759-2530.

Donation totals:

| | |
|----------------------|-----|
| Old Brogue Charities | 49% |
| Northern VA Hospice | 29% |
| Children's Hospital | 22% |



Home Equity Builders' handyman rates are \$90 per hour per man plus materials.

Comments From Our Clients

We've been very pleased with your timely response and look forward to dealing with you in the future. Your courteous manner is very refreshing!

HEB stands by its reputation.

I know the handymen are very experienced because the design/build background. I am looking for quality work, even in handyman services.

The owner's character, integrity, etc. is great!

When asked what impressed them most about HEB, one client made this list:

1. Quality
2. Timeliness
3. Workmanship
4. Neatness
5. PAT!!!

Thoroughly happy with your work!

The Streets

Where We Are

1. Forest Lake Dr *GF*
2. Deerfield Pond Ct *GF*
3. Harewood Ct *GF*
4. Captain Hickory Pl *GF*
5. Towlston Rd *McLean*
6. Old Falls Rd *McLean*
7. Brian Jac Ln *GF*
8. Annie's Way *Vienna*
9. Harrington Ct *Herndon*
10. Springvale Rd *GF*
11. Lindsay Blake Ln *GF*
12. Pond Mist Way *Oak Hill*
13. Providence Terrace
McLean
14. Cutwater Ct *Reston*
15. Lynton Pl *McLean*
16. Ayr Hill Ave *Vienna*
17. Arnon Lake Rd *GF*
18. Great Meadow Dr *Reston*
19. Harriman St *GF*
20. Artemel Ln *GF*



Photo taken by Hi-Tech Photo

President's Note

Spring is about to jump forth, the blue birds are in and around my yard and the song birds are busy chirping just about every morning. The bulbs are pushing toward the warm sun and the local landscapers are starting to show up to prune, fertilize and seed. It is the season of renewal and rejuvenation and if we continue to get the warm weather, folks will be starting to take a look at what Mother Nature wrought over the long winter months.

If your house is like most, winter has been really tough on painted surfaces, roofing, flashing, gutters and downspouts, concrete stoops and stone work. It is time to reintroduce yourselves to your new and old neighbors, share stories of the harsh winter months and give advice about which contractors can best assist your needs.

Sharon and I started the FYInetwork to help new folks and established neighbors streamline that never-ending search for the right folks to help us in and around our homes. If you need assistance and you're a member just email Sharon at sharon.rainey@fyinetwork.info or go online and request the lists you need. If you're not currently a member, email Sharon to sign up.

Ever since we started the FYInetwork, people are stopping by the office and just saying hey or asking what's what and have we heard anything about this or that current topic in Great Falls. I guess to a certain extent we have reinvented the old pot belly stove and checker board for people to gather around and talk about concerns or voice opinions.

We have really enjoyed meeting so many of our neighbors during this winter and hearing about you and your families.

Sharon and I love Great Falls! We love the folks and the family activities. It is because we love this town so much we feel strongly about giving our time and energies back to those that we see daily and who so strongly support our businesses.

I encourage folks daily to support the Great Falls Business & Professional Association, The Great Falls Historical Society, the Great Falls Newcomers, the Great Falls Friends, and the Friends of the Fireworks. Sharon and I are members of all these groups, all of which do wonderful things to make our community a better place to live, raise children and do business.

Our commitment to you, our neighbors and friends, is that we will continue to provide quality workmanship, remain committed to continuing education and certification for our staff, and we will give you prompt and courteous service from all members of the Home Equity Builders family.

HEB Likes to Stay in Touch!

Make sure we can communicate with you so you can learn all about what we're up to in your neighborhood! To be positive we have your correct email address, just drop us a line at Kendall.Wondergem@hebinc.com from the email address you would like us to use as a contact option for you.

The Top Five Trends

Based on Kitchen & Bath Magazine article
"Trending Forward," Jan 2004

1. Transitional Styles—defined by its mixture of contemporary and traditional, this style can be found across the country in crown molding and raised panel doors. The style provides a streamlined look, which can result in a more peaceful living environment
2. Technology Infiltration—whether it's a flat screen television in the bathroom wall or a "smart appliance" fridge with shopping list and recipe options, technology has found its way into our every nook and cranny, making life easier and more productive
3. Glass—artfully cut and seamlessly installed, glass is providing a clean, open atmosphere in bathrooms and even some kitchens. New technologies (in cutting and installation) allow glass to appear in tons of new scenarios
4. Exotic Woods—although they require oiling and maintenance, wood countertops are coming into style, especially exotic materials such as purpleheart and lacewood
5. Health-Conscious Kitchens—the use of surfacing materials and paints that do not emit harmful chemicals is a newer technique to promote healthy remodeling; these healthy materials are referred to as "green products"

Who We Are

Jeff Rainey

President and CEO
Handles sales & project management

Sharon Rainey

Vice President
Handles handyman & scheduling

Kendall Wondergem

Office Manager
Handles AP/AR, procurement & contract administration

Pat Mullen

Superintendent
Handles project management & handyman

Hollis McBroom

Lead Carpenter
Handles project management & handyman

Ralph Benish

Architect / Designer
Handles CAD drawings and design

Doreen Fison

Interior Designer
Handles product selection and design

Get Rid of That Honey-Do List!!

If you're not getting those items completed, let HEB take care of it for you! Just give us a call at 703-759-2530 or email us at info@hebinc.com.