

[BWM]

BUSINESS WORLD MAGAZINE

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DEPENDABLE RENOVATIONS

TIMBER WORX CUSTOM HOMES

SAN RUFO HOMES



MARK TURNER

CONSTRUCTION MANAGEMENT

Doing the
LITTLE THINGS



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Dear Reader,

Welcome to the latest issue of Business World Magazine, our second-to-last of 2019. The year may be wrapping up, but for this month and next, we still have plenty of stories of business excellence to share with you.

This time out, we looked at a diverse array of businesses in a variety of industries – including an industry-leading science company that spans multiple sectors, but whose impact is particularly big in the world of safety equipment and training. That would be **3M Science. Applied to Life**. They shared with us the specifics of their leading-edge protection.

Also in this edition, we cover a rising player in the meeting management and special event space. Evolution Event Solutions recently appeared on the Inc. 5000 list of America's fastest-growing companies for the second year in the row. Their founder and CEO, Falon Veit Scott, spoke with us about that rapid growth, what's fuelled it, and how they plan to keep it going.

In the property development industry, meanwhile, we took a look at Vancouver's **Holborn Group** – the company behind the city's second-tallest tower, among other landmark projects. We spoke to Principal Joo Kim Tiah about that project, the vision and principles that inspired it, and his goal to continue shaping the city's skyline.

Finally, there's **Linwood Custom Homes**, one of the longest-standing and most highly-acclaimed designers and builders in Canada. At the Canadian Home Builders' Association National Award for Housing Excellence, they have proven their supremacy time and time again. Vice President Craig McFarlane is the mind behind many of the company's award-winning and award-nominated projects, including their most recent, and we talked to him about how he keeps it up.

All those stories can be found on the coming pages. We hope you enjoy, and we hope we'll see you back here to conclude the year!

*All the best,
The Editorial Team*

From The Editor



“We will keep adding business units that enhance our offering and separate us from our competition.”

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BUSINESS WORLD MAGAZINE

FORM AND FUNCTION

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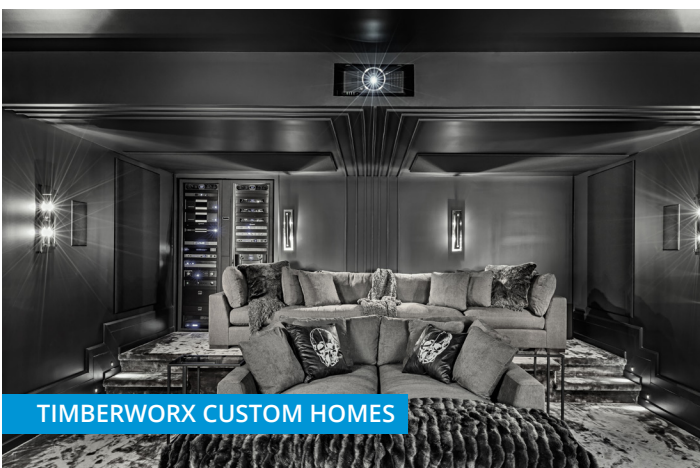
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Enhancing the human experience



DEPENDABLE RENOVATIONS



TIMBERWORX CUSTOM HOMES



DVL HOMES



Industry

INNOVATIONS

Aluminum expected to accelerate worldwide adoption of electric and self-driving vehicles

Material takes on an ever-widening role in tomorrow's vehicles

For more than a decade, concerns about fuel efficiency have been encouraging OEMs to replace steel with aluminum on vehicle bodies, doors, trunks, hoods, bumpers, crash boxes, brakes, cables and wheels. With the advent of electric and autonomous vehicles, OEMs worldwide are discovering new uses for aluminum. The need for battery casings and heat exchangers in electric vehicles, combined

with autonomous vehicles' demands for high visibility and structural integrity, is expected to exponentially increase the use of sheet aluminum in tomorrow's cars, trucks and buses.

Supporting the transition to battery-powered vehicles

- Four major design challenges confront OEMs in their transition to electric vehicles.
- Extending vehicle range
- Improving battery and passenger safety
- Increasing passenger comfort
- Optimizing cooling systems for lithium-ion batteries

The substitution of sheet aluminum for steel helps resolve OEM concerns.



Extending range

The lighter the vehicle, the longer its range. According to Ducker Worldwide, aluminum is expected to contribute more than half of the anticipated vehicle mass reduction demanded by electric vehicles (EVs) to extend range. Ducker reports that in North America alone, aluminum content in EVs will increase to nearly 565 pounds (256 kilograms) per vehicle by 2028.

The larger the vehicle, the heavier the battery and casing required to optimize the EV's range. It is the larger EVs, i.e., sedans, SUVs, taxis, trucks and buses, that will realize the greatest benefits from a steel-to-aluminum conversion. In the U.S., a vehicle's gross weight determines which class of commercial driver's license (CDL) will be required. Without lightweighting, some EVs could demand a higher-class license or additional endorsements due to the added weight of the battery. In older European cities like Brussels or London, some bridges and tunnels only allow vehicles up to 3.5 tons in weight, a target that is very difficult to meet for larger EVs without lightweighting.

For heavier material transport EVs such as trucks, weight reduction enables an increased payload, providing a significant monetary benefit. Generally, the larger the vehicle, the higher the payback.

Particularly relevant for larger human transport EVs such as buses and taxis, the weight reduction made possible through aluminum provides the added benefit of reduced CO2 emissions and improved air quality, of value not only to vehicle operators, but to the communities they serve.

Optimizing battery and human safety

The thermal and anti-corrosion properties of aluminum make it ideal for battery frames. Sea-water resistant, highly formable, highly surfaced aluminum alloys provide the strength necessary to pass side-impact crashworthiness testing, protecting passengers and the battery should impact occur. Casing floor plates made out of aluminum are not only strong, but also capable of resisting corrosion related to weather exposure. These characteristics enable aluminum battery casings to resist weather-related deterioration and impact from road debris, minimizing the risk of related fires and further securing passenger safety.

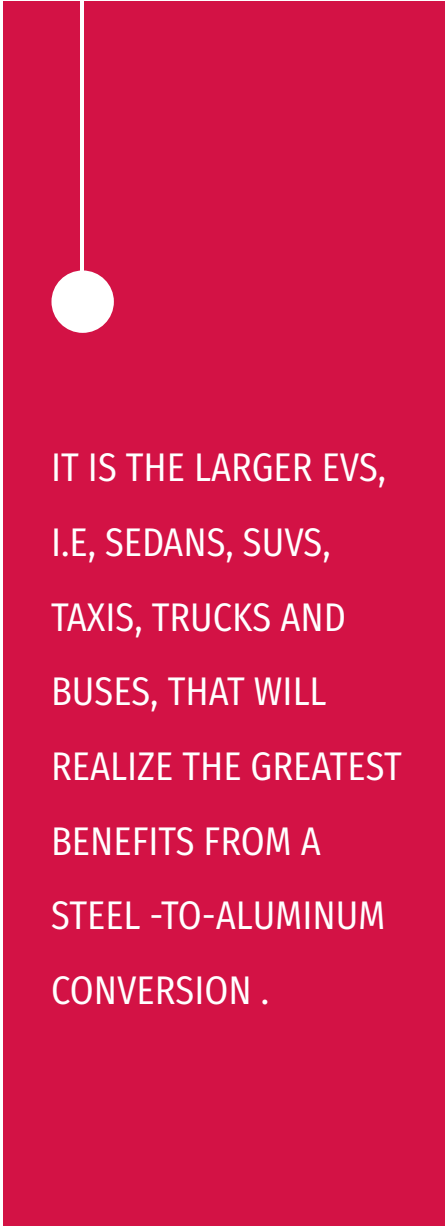
Dispersing heat

The batteries used in EVs produce energy while charging and discharging, requiring the use of heat exchangers to dissipate heat. But the types of heat exchangers used in vehicle air conditioning systems are inadequate to meet this new challenge.

Aluminum clad brazing (which connects multiple layers of aluminum together to disperse heat) requires heating in a controlled atmosphere (e.g., a vacuum) to achieve optimum joining. Aluminum heat exchangers designed specifically to meet the challenges presented by electric vehicles can use as many as five types of aluminum sandwiched together, with the layers providing gradient properties to optimize cooling.

These specialized processes and materials address OEM concerns, ensuring adequate dissipation of the heat

generated by battery-powered vehicles. An experienced aluminum processing partner can help OEMs specify the right process and alloys to meet specific vehicle temperature thresholds, ideally working side by side with OEM engineers early in the design process to maximize the performance of electric vehicles.



IT IS THE LARGER EVS,
I.E, SEDANS, SUVS,
TAXIS, TRUCKS AND
BUSES, THAT WILL
REALIZE THE GREATEST
BENEFITS FROM A
STEEL -TO-ALUMINUM
CONVERSION .

Supporting the eventual transition to autonomous vehicles

The luxury sedan market will likely be the first to transition to self-driving electric vehicles. Passenger comfort and safety, and an expansive view of the surrounding environment, are expected to be top priorities for this market.

The hefty B pillars used in conventional vehicles to meet structural requirements for crashworthiness are undesirable in a self-driving scenario. To enable large windows and an unobstructed view without sacrificing passenger safety, lightweight aluminum will be the strong material of choice.

Ongoing environmental concerns

In addition to the design challenges presented by EVs, society's demand for sustainable solutions will likely continue to be a driver in the transition to aluminum-lightweight vehicles. A Forschungsgesellschaft Kraftfahrzeugwesen mbH Aachen (fka) study, using a Volkswagen Golf as its reference vehicle, determined that an electric aluminum-based vehicle could meet the same safety standards as its steel-based equivalent, while emitting 1.5 tons less greenhouse gases over its lifecycle, taking into consideration production, a total driving distance of more than 93,000 miles (150,000 kilometers) and eventual recycling.

Conclusion

Aluminum alloys are ideally suited to the design challenges presented by electric and autonomous vehicles. By aligning with aluminum partners deeply experienced in developing processes and alloys to meet demanding performance requirements, transportation vehicle OEMs are accelerating the pace of EV and self-driving vehicle adoption throughout North America. .







CAN





MARK TURNER
CONSTRUCTION MANAGEMENT

Doing the **LITTLE THINGS**

Mark Turner Construction is a Virginia-based construction firm that offers a full end-to-end service, driven by family values including teamwork, respect, honesty, and quality.





Mark Turner Construction is a Virginia-based construction firm that offers a full end-to-end service, driven by family values including teamwork, respect, honesty, and quality. They are a relatively new company, but are backed by decades of industry experience, and they have successfully delivered projects spanning a wide range of sectors, sizes, and complexities for both new construction and renovation. In a short time, they have become one of the most experienced and highly skilled builders in their region, and they have earned a long list of repeat clients and industry awards to show for it.

Recently, the company demonstrated their excellence on the

award-winning 'I Can Child Care and Learning Center' in Hampton, Virginia. At BD+C's 2019 Building Team Awards, the project won a Silver Award in recognition of the quality of both the design and construction, as well as the way the project team came together to overcome obstacles and make the project succeed.

"That result was a true team effort," says Franklin Bowers, President and CEO of Mark Turner Constructions. "Everyone came together there to deliver something truly special. From the municipalities, to the design team, to the owner – everyone was on the same page, and together we did something really cool."

"And to get that kind of accolade, on one of our first projects ever, is also pretty special."





“And to get that kind of accolade, on one of our first projects ever, is also pretty special,” he adds.

The award-winning project in question is a newly-constructed single storey 9,000 square foot facility, built at a cost of \$206 per square foot. It was created to provide much-needed day care services to local families, particularly for military personnel and shipyard workers.

The clients on that project had previously outgrown their original location in a strip-mall, and had acquired a long-abandoned site once used for vehicle auctions. They approached Franklin early in the project’s life, and they worked hand-in-

hand together through the design, financing, and construction to ensure the process went smoothly.

The new ‘I Can’ facility includes eight classrooms with built-in AV and security systems, a library, office space, a kitchen, a staff break room, and play areas. The finishes are both cost and energy-efficient, but not at the expense of quality. They include luxury vinyl tile, level 5 gypsum wallboard, solid surface countertops, vibrant artwork, energy-efficient windows and appliances, high-SEER HVAC, and water-saving plumbing fixtures.

The clients were looking to open their doors quickly, and

“They’re both blue-collar, hard-working guys who believe that if you do good work and treat people right, then everything else takes care of itself. They set the tone for what I wanted to do on my own.”



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WHITING	\$6.65	SHRIMP	\$3.75	CHICKEN SANDWICH	\$6.55	WHITING	\$1.55	WHITING	\$1.55
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FAT FLOUNDER	\$9.45	CATFISH + SHRIMP	\$9.75	WHITING SANDWICH	\$5.55	CATFISH SANDWICH	\$5.55	SHRIMP	\$1.55
MONSTER MAHI	\$13.75	SHRIMP	\$3.75	SHRIMP SANDWICH	\$7.40	WHITING SANDWICH	\$5.55	SHRIMP	\$1.55
TLAPIA	\$7.45	SHRIMP + WHITING	\$8.45	SHRIMP + WHITING	\$7.40	WHITING SANDWICH	\$5.55	SHRIMP	\$1.55
HADDOCK	\$9.90	SHRIMP + WHITING	\$8.45	SHRIMP + WHITING	\$7.40	WHITING SANDWICH	\$5.55	SHRIMP	\$1.55
CHICKEN	\$6.45	SHRIMP + WHITING	\$8.45	SHRIMP + WHITING	\$7.40	WHITING SANDWICH	\$5.55	SHRIMP	\$1.55
		WHITING + FRIES	\$7.05	WHITING + FRIES	\$7.05	WHITING + FRIES	\$7.05	WHITING + FRIES	\$7.05



the team at Mark Turner Construction were able to help them achieve that delivering the project on schedule and on budget. That achievement is made more impressive by the challenges they had to initially overcome.

Those challenges included high concentrations of arsenic in the soil, and stormwater runoff into nearby wetlands and neighbouring properties. Franklin and his team overcame them by encapsulating the infected soil with additional landscaping and hardscape, and by working with city officials to reconfigure the site layout and convert large portions of impervious coverage into pervious areas.

According to Franklin, those solutions were a result of the company's collaboration with all the project stakeholders – including the City of Hampton, the design team at PMA Architects, and especially the team at 'I Can.'

"We made sure the owner knew that were there for them," he says. "They had a lot of concerns on that project, but we were able to support them, work closely with them, and get them across those hurdles successfully. The result is a true testament to the power of working together. And they know to this day that if they need something, they can pick up the phone and call us, and we'll be right there."

Overall, Franklin credits the award-worthy result to that synergy between his team and the client's team. They were introduced shortly after he decided to start his own company, and they were making a leap of faith, same as him.

"We were on similar paths," he says. "They were building a new building and expanding their business, and I was just starting mine. So it's always going to be a very special project to us."

The right attitude



Franklin has personally been working in the construction industry from a very early age. He started next to his father, Turner Bowser, who operated a successful flooring business in Virginia Beach for many years. From him, Franklin learned the value of hard work, tenacity, and the importance of maintaining a reliable reputation. He also learned professionalism from his father-in-law, Mark Biagas, who has been an electrician for over 40 years and has worked on major projects all over the country.

Prior to starting his own company, Franklin was also formally educated at Virginia Tech, and spent 16 years with a larger builder in the area. When he

founded Mark Turner Construction, he named the business after his two mentors.

“The company’s a tribute to those two guys,” he says. “They’re both blue-collar, hard-working guys who believe that if you do good work and treat people right, then everything else takes care of itself. They set the tone for what I wanted to do on my own.”

Today, Mark Turner Construction works across a variety of sectors, on everything from government buildings, to cultural, educational, and healthcare facilities, multi-family residential projects, student housing, senior living, commercial, retail, and more. Their contracts can



range in value all the way from \$10,000 to \$36 million.

No matter what kind of company the client is, however, Franklin believes they choose Mark Turner Construction for the same reasons – their honesty, integrity, and their commitment to doing things “the right way.”

“I would say 90 per cent of our work is directly negotiated,” he says. “We don’t have to tender. That’s because we have so many clients out there than trust us. They know that we’re

going to work hard for them. They know we’re going to do things in their best interest.”

The company has earned that reputation, he adds, by “getting back to basics.”

“That means treating people the right way and doing what you say you’re going to. It means focusing on the little things that clients truly appreciate. We pick up our phone when they call; when we miss a call we respond urgently; we show we care about them and their project. There’s a lot out there

to distract you, and companies can easily drift away from doing those things, but we make sure that doesn’t happen.”

Of course, the company also reliably delivers high quality finished products – and their award recognition backs that up. Franklin says that consistency is about getting it right at the beginning, and bringing the right subcontractors on board.

“You have to put the right subcontractor on the right job,” he says. “We can do that because we’ve been in this area a really



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long time. We have a lot of good long-term relationships with subcontractors. We know the players; we know who's good, and we know who's a good fit."

"Our success is really driven by our subcontractors," he adds. "They are our shining light. We're here because we have a great core base of subs that do great work. We have a great cast of folks that our clients love working with. They have the right attitude, and the right morals and values. That's what matters. That's our great separator."

Moving forward, Franklin aims to continue building on those great relationships with their building partners – and as the company grows, he wants to find partners he can form equally strong ties with. He doesn't have a projection for how much the company will grow, however, and he has no desire to come up with a target.

"Instead, I have a desire to find people who love construction, and who love quality as much as I do," he says. "I want to bring those people on board, and if that allows us to take on larg-

er projects and grow the company, then that's what we'll do. But if I can't find those people, I'm more than happy to stay the size we are."

"The important thing is we maintain our quality, and that we live up to our client's expectations," he concludes. "That's what matters to me. When people say 'Mark Turner Construction,' I want to make sure that have something positive to say. I believe the rest will take care of itself if we just stick to that."



For more on Mark Turner Constructions,
their services, experience, and past projects
– and to contact Franklin and his team –
visit <http://markturnerconstruction.com/>





DEPENDABLE
RENOVATIONS™





Living up to **THEIR NAME**

Dependable Renovations is a Calgary-based building company that truly lives up to their name. They know that home renovations can be daunting, and the process can be stressful.



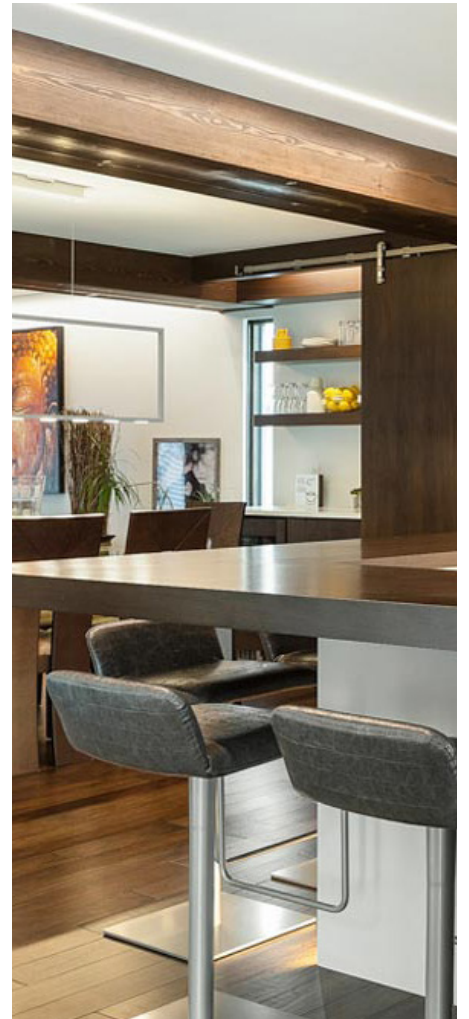
Dependable Renovations is a Calgary-based building company that truly lives up to their name. They know that home renovations can be daunting, and the process can be stressful. They've heard the horror stories from clients who have gone through it before, and they know those stories are too many and too true. They started their company because they wanted to do things differently. They asked themselves what they would want in a renovator, and they modelled their business on their answer.

"We've all heard the stories of renovations gone wrong," says Lisa Johnson, one half of the company's dynamic husband and wife team. "They can be

a nightmare, with trades not showing up on time, project delays, and cost overruns. We've been there and that's why we chose our name."

"We are Dependable," she says. "Clients can rely on us to make their renovation the enjoyable journey it should be."

Lisa and her husband Barry Johnson both have strong backgrounds in the new home construction and renovation industries. Both worked in new home construction for 12 years before moving on to work with a large up-scale renovator in Calgary. In that role, they earned vast experience with a large variety of renovation projects and built lasting relationships with some







of the city's top trades and suppliers. Armed with that experience, they decided to go out on their own.

Lisa and Barry officially commenced Dependable Renovations eight years ago. They believed there was a need in the market for a renovator that "really cared about the clients." They didn't think it should matter how large, small, simple or complicated the project was – they believed every client should receive the same exceptional service and workmanship.

"Everyone deserves a builder that does what they say they are going to do, that is true to their word," Lisa says. "That's us."

Over the years, the company's contracts have ranged in terms of size and value. When Lisa and Barry started the business, they figured they would be spending most of their time on individual kitchen and bathroom renovations. They quickly earned such a strong reputation, however, that clients started reaching out to them with larger jobs, many valued upwards of \$500,000.

Today, Dependable Renovations is geared specifically towards those mid-large scale projects. According to Lisa, the company stands out in that niche due to – what else? – their dependability. That includes their dependable service, dependable pricing, and dependable quality.





When it comes to their service, the company starts by recognising that the renovation and new home building process is often fraught with stress. Their goal is to mitigate that as much as possible, and make it as close to a stress-free experience as they can. They achieve that by guiding clients step-by-step from design through to construction, and providing transparency every step of the way. They remain in constant communication with the client throughout, ensuring they always know what's going on, and they always have the information they need to make decisions.

The company also recognises that some of the most important information a client needs

is about pricing. In that regard, they are very open and transparent, and offer clear, up-front costs. They come to those costs based on a preliminary meeting and walkthrough that includes every member of the trade team – not many builders go to those lengths, but Dependable Renovations does.

“We prepare all of our pricing based on an upfront meeting with all of our trades,” Lisa explains. “We bring everyone together, we do a full-walkthrough, and we get all the details down.”

“We conduct a real meeting, and we prepare pricing based specifically on that project,” she says. “We show our cus-

“They can be a nightmare, with trades not showing up on time, project delays, and cost overruns. We’ve been there and that’s why we chose our name.”



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tomers that price. They see exactly how much our costs are. And because we have brought the trades into the process, and we're not just guessing or spit-balling, those prices are guaranteed."

"We give clients a real price which we hold to, and we show them how we got there," she continues. "There's no smoke and mirrors. It's all transparent. Clients know exactly where the prices are coming from, and what they're getting for their money."

Additionally, clients are always kept in the loop through the company's online project management software, which is updated constantly. Clients have 24/7 access to that platform – all they have to do is log in, and they can see everything that's happening on their project in real time.

When it comes to quality, meanwhile, the company is dependable because they are equipped with the right experience and knowledge. Not only are Barry and Lisa highly experienced, but so are their team of highly skilled trade partners and professionals. They all hold equally high standards and are all committed to delivering high quality results.

"We work closely with our trade partners and develop long-lasting relationships," Lisa says. "Most of those relationships go back beyond even the years we've been in business."

"The people we work with are the key to everything we do," she adds. "The quality we provide is thanks to them. There's no way we could do it alone. It's the people who work with us that make the quality possible."

Through their professional conduct, those people also do their part in making sure the client's experience is positive.

"They know what we expect on site, and that's what they do," Lisa says. "There's no swearing, there's no smoking, there's no loud music – there's respect for the client's home."

"We prepare all of our pricing based on an upfront meeting with all of our trades."

"We bring everyone together, we do a full-walk-through, and we get all the details down."



Focused on people

Dependable Renovations' commitment to quality and service has not gone unnoticed or unrecognized by the industry. Their HomeStars and Houzz profiles, for example, are full of overwhelmingly positive reviews and ratings. Houzz has awarded them 'Best of Houzz' for service three years in a row, which means they have been consistently rated at the highest level for client satisfaction on the website.

Those ratings are reflected in the company's history of repeat business and referrals. Before the company joined those two sites, they generated literally all of their work from past clients. Some clients they have worked with on up to five phases of their

house over the years, and many recent clients have pledged to work with them again in the future.

Then there are industry bodies such as BILD (Building Industry & Land Development Association) and the CHBA (Canadian Home Builders' Association) – they have also taken notice of what Dependable Renovations is doing. Over the last few years, the company has won numerous awards and received national recognition for their work.

In 2018 Dependable Renovations won two Calgary BILD Awards for 'Best Home Renovation (with Addition),' and 'Best Kitchen over \$70,000' for their 'Warm & Tranquil' whole



home renovation. They were also awarded 'Best Kitchen' at the Alberta BILD Awards, and the 2019 CHBA National Awards recognized them for 'Best Kitchen' across Canada.

"Warm & Tranquil resonates with people," says Lisa. "It's the transformation of a dated home into a modern oasis. People can relate that to their own house and see themselves in it".

The client on that project first approached Lisa and Barry at an open house they were hosting at a full home renovation they had recently completed in their area.

"They walked into this project, liked what they saw, and started talking to us about their own home," Lisa recalls. "They wanted to do a full-on main floor re-

configuration, and a renovation in their basement and upper floors as well."

The client's existing home was built in the 1970's and has never been renovated. It had dropped floors, sunken living rooms, and a "compartmentalized main floor," including a tiny kitchen, a dining room that was never used, and both a front and back living room.

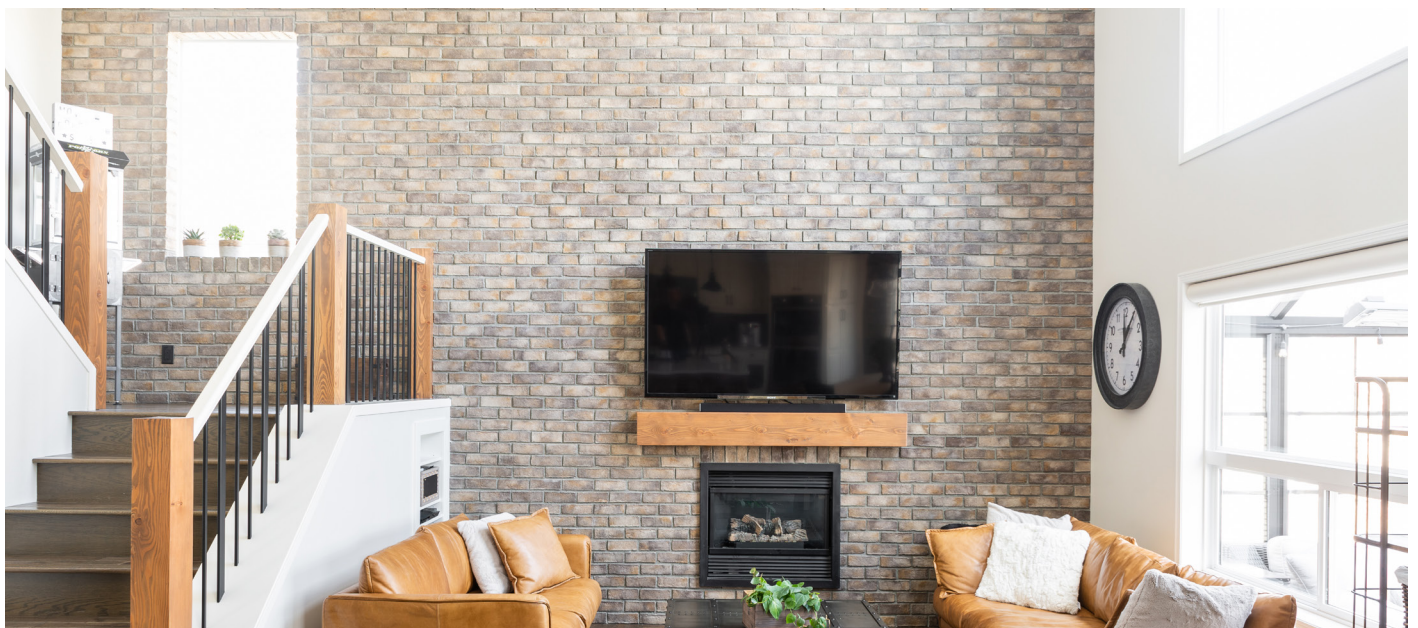
"It was all really separated," Lisa says. "You couldn't be in one room and talk to someone in another room, because there were walls all around."

"They wanted to open it up," she explains. "They wanted to host large family gatherings, they wanted to entertain, and they wanted a really big functional kitchen that would bring

the entire main floor together."

To achieve that, Dependable Renovations removed three load-bearing walls and replaced them with large engineered steel ceiling beams - which they then clad in walnut, keeping with the client's goal to have a "really warm, really peaceful space." They similarly carried walnut through in the custom cabinetry and barn doors, stained the ceilings to match, and replaced the flooring with natural pecan wood.

The combination of contemporary custom finishes, hidden lighting and an abundance of wood elements resulted in a home that is ultra-modern yet feels peaceful and natural. The name 'Warm & Tranquil' describes it perfectly.



"The whole thing really came together," Lisa says. "The client got everything they wanted, and they were thrilled with the end result. They've been awesome."

Dependable Renovations has also been chosen as award finalist for numerous other projects; in 2018/2019 their 'Fish Creek Retreat' project was nominated for BILD and CHBA Awards for 'Best Home with Addition', 'Renovators Choice', 'Outdoor Living' and 'Whole House Renovation - over \$1 Million.'

The Fish Creek Retreat is the company's largest project to date. They had worked on the same property roughly a year before, reconfiguring the main floor. The clients called them back for Phase 2, and this time around they did additions both above and below grade and added a year-round pool to the backyard. The most significant element of the job was the 1,600-square-foot addition to the second floor, mostly comprising of bedrooms and bathrooms for the family of 7.

"That addition is roughly the size of a starter home," Lisa says. "That's larger than the home I know I started out in. So it was a pretty big deal to add that to a second floor."

Dependable Renovations appreciate all the recognition and industry awards those projects have garnered, but Lisa says the client reaction is what truly drives their company.

"It's a huge honour, it feels good to win an award," she says. "But it's not why we do what we do. That would be our clients.

They're who we work for. If they're happy at the end of the day, that's what matters."

Lisa says the company will always keep that in mind, even as they continue to grow – and she sees the company doubling in size over the next few years.

"Our focus will always be on people," she says. "We're on a growth trend, but we never want to get so big that we lose sight of what we believe in. We don't ever want to have so many people on the ground that we lose track of what's going on."

In other words, the company will always be Dependable.

The advertisement for Distinct Heating & Cooling features a logo at the top with a stylized red and blue swirl above the word "Distinct" in large blue letters, with "HEATING & COOLING" in red below it. Below the logo, the YORK brand logo is displayed with a snowflake icon and the text "YORK" in bold, followed by "INSTALL CONFIDENCE" in smaller letters. To the right, it says "Specializing in Furnace and Air Conditioning Service and Installation". A phone icon is next to the phone number "(403) 477-3810" and the email "service@DistinctHVAC.ca". At the bottom, two YORK HVAC units are shown: a smaller, tan-colored outdoor condenser unit on the left and a larger, tan-colored indoor furnace or air handler unit on the right, both featuring the YORK logo.



For more on Dependable Renovations, their past projects, and their range of services – and for all the information you need to know before commencing a remodelling project – visit <https://dependablerenovations.com/>



As much as they build homes, DVL has built trust. Their accreditation and A+ Rating with the Better Business Bureau (BBB) – combined with their volume of industry accolades and customer testimonials – reflects how trusted they truly are.





**QUALITY
MEETS
INTEGRITY**



DVL Homes is a family building business dedicated to delivering quality in the Lower Mainland – not only quality of construction, but customer service as well. Since forming in 2004, they have made it their mission to provide families with a homebuilding process that exceeds all expectations. They have made sure the journey is rewarding and exciting, not stress-filled and complicated. They have helped clients every step of the way, from financing to design to construction and handover, and they have built exceptional quality and value-for-money into every stage.

As much as they build homes, DVL has built trust. Their accreditation and A+ Rating with

the Better Business Bureau (BBB) – combined with their volume of industry accolades and customer testimonials – reflects how trusted they truly are.

“We’ve been doing this a long time, and we know what it takes to ensure a satisfied customer,” says Nick Dosanjh, founder and owner. “Our experience has only strengthened our commitment. We want to create excellent homes, deliver the best possible quality and craftsmanship, and the best possible customer experience.”

Today, DVL Homes works primarily on high-end single-family custom homes, but has a growing focus on commercial or multi-family projects as well. No

“Our experience has only strengthened our commitment. We want to create excellent homes, deliver the best possible quality and craftsmanship, and the best possible customer experience.”





matter the sector or client, however, Nick believes everyone is drawn to DVL for the same reasons:

"It's our quality, our service, our punctuality," he says. "I believe those are all large factors in our customers' decision-making." DVL Homes ticks all those boxes, and customers have come to recognize that. As a local builder, Nick has built a strong reputation in the Lower Mainland of British Columbia. He is well known for being approachable and easy to work with, and for building good relationships with clients. He's also well recognized for the quality of his work - the company's award recognition and BBB rating backs that up.

As a result of Nick's reputation in the region, DVL Homes has rarely had to advertise in their 15 year history. The majority of their work has been generated by word of mouth and referrals. According to Nick, that's how he knows the company is doing the right thing - that's the proof that they are providing homes and experiences that satisfy.





Great value

For years, DVL Homes has grown their reputation by providing quality excellence without compromise to affordability and value. As a recent example of that combination, Nick cites a home they recently designed and built on spec in Morgan View Estates. He calls it a “truly remarkable home,” one that “showcases over 5,330 square feet of quality craftsmanship and sophisticated design.”

That home is not just excellent according to Nick – the industry at large agrees. At the

2019 Georgie Awards – which received a record number of submissions – the project was named a finalist for ‘Best Custom Home Valued between \$500,000 and \$899,999.’ It was also a finalist at the 2019 HAVAN Ovation Awards for Best Custom Home Under \$1 million.

“That’s great value,” Nick says of the award recognition. “We’re in categories with 300 to 400 applications, and they only nominate three or four finalists. It shows we’re in the top one per cent in our sector. That says a lot about



our product, it says a lot about the customer's buying our product, and it says a lot about the company as a whole."

The award-nominated Morgan View project was a custom-built home that Nick and his team designed with a growing family in mind. It has five bedrooms, five full bathrooms, and a finished basement. The basement features a media area, bar, home gym, and walkout access to the backyard, while the master suite features vaulted ceilings, a large walk-in closet, and an "amazing spa-like ensuite."

Nick says that his favorite room,

if he had to pick just one, would be the kitchen. He says they designed it to include a large island for entertaining and integrated high-end appliances for "an improved cooking experience." They also included floor-to-ceiling cabinetry and a stunning custom range hood along with a separate spice kitchen.

Overall, Nick says the design was planned to create a "bright, open feeling, with plenty of space for entertaining and luxurious finishes throughout." It was also designed to evoke a "natural feeling," as it sits on a lot that backs on to some open green space with a flowing

creek. The natural oak vintage hardwood flooring is an example.

As he does with all of the company's single-family homes, Nick personally reviewed and finalized the plans before going forward with construction. He made sure the design achieved all of the company's aesthetic objectives while still representing maximum value-for-money, just like he does when he's working with a client.

"I think we achieved everything we set out to do on that project," he says. "It turned out really well. I think the fact that we



were nominated for two awards shows that.”

Since completing the award-recognized Morgan View project, DVL Homes has been using it as a display while it remains on sale. Nick reports receiving “great feedback” from everyone they have walked through it.

“Great color choices’ is something we have heard a lot,” he says. “We’ve gotten great feedback on the quality, the products we’re using, the landscaping, the flow of the home, the furnishings we’ve used to bring out the accents of the home –

the cleanliness of the construction, even.”

“We have gotten some interest from lottery corporations, who want us to do a display for them,” he adds. “The reception has been amazing.”

Nick credits that reception to the high quality of both the design and the craftsmanship – which is another thing he personally ensures on every project. He does walkthroughs throughout the course of every build in order to ensure everything is progressing according to plan and schedule, and to

potentially identify any issues, usually before they even arise. He also emphasizes attention to detail, and if any of the finishes fail to meet his standards, he makes sure they are corrected.

“I go through finishing details with an intense focus,” he says. “I make sure the finished product is perfect. Nothing is left half-done or incomplete. When we hand over a job, it has to be ready for someone to move right into. Even if it’s a spec home, like that one was.”

Nick also praises the subcontractors and tradespeople who

A promotional graphic for Pine Lighting. The top half shows a wooden ceiling with several different styles of pendant lights. The text "LOVE OUR LIGHTING" is prominently displayed. Below this, a smaller text block describes the company's offerings. The bottom half of the graphic is a solid red background with the company's website and name in white.

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PINE LIGHTING

SURREY - KELOWNA - VICTORIA

“We have gotten some interest from lottery corporations, who want us to do a display for them.”

worked on that project – in fact; he says they deserve even more of the credit he does.

“Everybody did their job,” he says. “They all deserve a pat on the back. They’re all masters of their own trade, and they all came together, communicated, and got along very well.”

Most of those team members have been working with Nick and DVL Homes ever since the company started in 2004. As a result of that longevity, they have grown to know and respect not just Nick, but each other as well. That mutual re-

spect helps to resolve conflicts and helps ensure that every job progresses smoothly.

“They respect each other’s work,” Nick says. “They understand that if one person doesn’t finish, the next person can’t get in, and then there’s a domino effect. So they all work together, they sit down and communicate, if there are issues they work through them. The chemistry is very high.”



Continued success



In recent years, in addition to designing and building single family homes, DVL has also started developing some of their own multi-residential projects. They are currently in the process of building a six-storey condominium project, for example.

In the near future, however, Nick is particularly interested in exploring Vancouver's affordable and social housing market. The city has long had a deficit of those kinds of projects and has been offering incentives to build more. Moving forward, DVL Homes' goal is to take advantage of those incentives and do their part in addressing that problem.

At the same time, Nick says the company wants to maintain their hold on the single-family luxury home market. That's where DVL Homes has been enormously successful in the past, and Nick expects that success to continue.

"We want to maintain our space in the luxury home market," he says. "We also want to carve more space in the multi-family market, and build more high-rise condominiums."

"Along the way, we want to col-

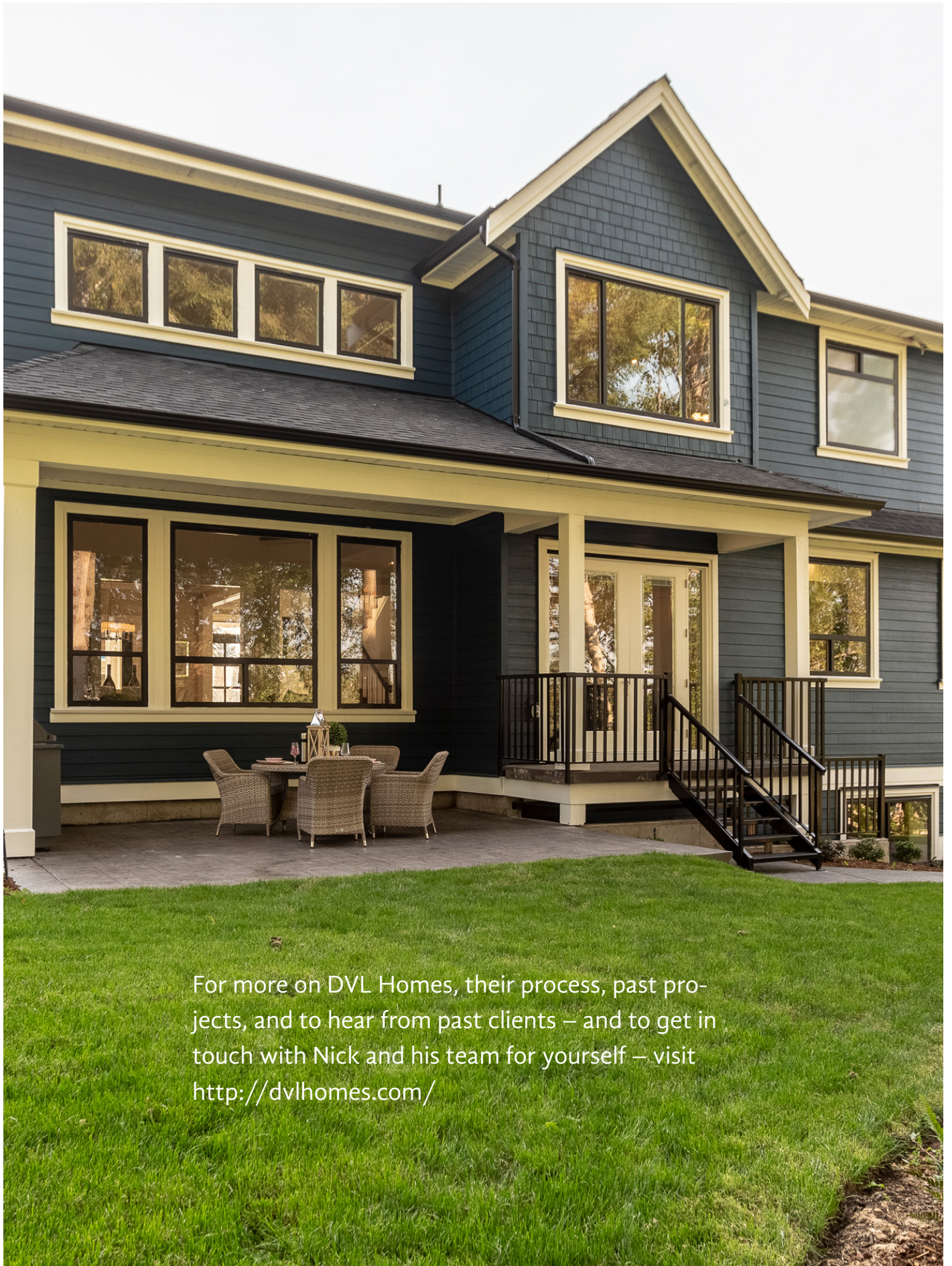
lect some properties to build commercial rentals on," he adds. "We want to build those, lease them out, and keep the cash flowing."

"We want to have lots of different avenues for growth," he says in summation

Currently, DVL Homes has a staff capable of taking on more projects and larger projects. As the company continues to grow, Nick says that the staff will grow along with it, but never to the point where he's not personally involved in everything they do.

"I want to stay hands-on," he says. "I have people on the ground that I trust, but when it comes to major decisions, when it comes to the choices that are really important - I will always want to have a look. I want to stay in the game."





For more on DVL Homes, their process, past projects, and to hear from past clients – and to get in touch with Nick and his team for yourself – visit <http://dvlhomes.com/>



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San Rufo Homes is an award-winning Edmonton builder that takes pride in the construction of unique, functional, and beautiful custom homes, all of them reflecting the needs and practicality of their clients.

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Welcome To
SAN RUFO
HOMES



San Rufo Homes is an award-winning Edmonton builder that takes pride in the construction of unique, functional, and beautiful custom homes, all of them reflecting the needs and practicality of their clients. They also take pride in the experiences that clients have along the way. Their goal is to make those experiences as enjoyable and stress-free as possible. They achieve that by always being available to answer questions and concerns, keeping the client intimately involved throughout the entire design and building process, and providing incredible value for money every step of the way.

"We are proud to offer our clients a unique and custom-

er-driven home buying experience," says John Stabile, President and CEO.

"We consider customers as part of our extended family," he explains. "Therefore, every customer's experience - from the first time in one of our show homes, through to possession and even beyond the warranty - is of utmost importance to us."

San Rufo Homes understands the importance of family. The name of the company is derived from the village in Italy where Giuseppe Stabile, John's father, was born. The business was officially formed in Edmonton in 2002, when the Stabile family accepted the offer of a small developer to open a show home in







their new community. After operating there for several years, the quality of their product offering attracted a larger developer, who approached them with an opportunity in another community and momentum started to build. A year later, the same developer offered them another spot in yet another community, and the company really took-off.

Within a couple years of forming, San Rufo Homes grew to doing 10 to 15 homes per year. From there, their success continued, and persisted even through an economic downturn. Despite the challenges they have faced, the company has continued to rise up and grow because of their quality of their work. They

have never really participated in marketing campaigns, as their products speak for themselves. Last year, San Rufo Homes completed 52 homes. This year, they are projected to complete between 60 and 70. They now operate 10 show homes around the Greater Edmonton region, some of them duplex homes, some of them single family. They have become experts on all kinds of builds, and have developed roughly 40 customisable models that clients can review and choose from.

Those model plans are carefully researched and refined to ensure the best combination of design, efficiency and attention to detail. Each model is named after the children of the Stabile

“We are proud to offer our clients a unique and customer-driven home buying experience,”



family as well as the staff. All of their models are adjustable, and allow clients to customize the floorplan and all the finishes, in order to make it truly home.

Alternatively, those plans can simply be used for inspiration and ideas. If San Rufo doesn't have the perfect plan, they will work in collaboration with the client to make one from scratch. That's how a lot of their new homes begin, in fact – with a brand new design specifically tailored to meet the client's individual needs.

"We offer a very boutique service," John says. "We help the clients design their own unique home – and not by just merely

moving walls or picking colors. Instead, the clients tell us their dreams, and we turn those dreams into a reality."

When coming up with a new custom design, clients may use upwards of three or four of San Rufo's models as inspiration. They may also use anything else imaginable, including clippings from magazines and photos from the internet. The team at San Rufo Homes believes in taking whatever inspires the client, and turning that inspiration into a home design specifically tailored for them.

Once the process begins, clients receive access to San Rufo's established network of trusted industry partners and suppliers,

who guide them through the design and selection process. Over the years, the company has developed and maintained solid relationships with a number of local home designers and architectural firms. They are pleased to set up interviews with the client and these firms to determine which will best suit their project's needs. From there, they work in a closely coordinated effort with the selected designer or architect, sharing their resources of knowledge and expertise.

As the plans are developed, the team also discusses the construction details with the actual tradespeople who will perform the work. These discussions help to create details that en-

hance the design, while also being practical and cost efficient to construct. The home buyer's price point is always kept a top priority.

Before construction starts, San Rufo goes on to present the actual working drawings to the client for review, approval, discussion; as well as offer any suggestions to suit the client's lifestyle. They make sure the client clearly understands what they are looking at, and that they fully know what they are buying. The goal is to confirm that everybody is on the same page, and that expectations are

fully aligned. If the client is not getting exactly what they want or expected, that's a problem, and San Rufo makes it their mission to resolve that problem before construction begins.

"It's a very client-driven process," John says. "Our entire business model revolves around the client."

San Rufo's focus on customer satisfaction is the reason they have been so successful over the past 10 years. Their team devotes a lot of time and energy into building not just homes, but trust and accountability

with the people they work with. As a result, they have developed a longstanding reputation for honesty and integrity. That integrity has been rewarded by clients in their ratings and reviews, as well as acknowledged by the industry at large.

Recently, for example, San Rufo's focus was recognized at the 15th Annual Avid Awards in 2018, and then again in 2019. There, they received an Avid Benchmark Award for being in the top 25 per cent of customer ratings nationwide, two years in a row!

The Avid Awards were created



to honour builders in North America that provide extraordinary customer experiences. The winners are the builders that score the highest with their customers on home buying experience surveys, which are evaluated using Avid Ratings' award-winning, unbiased third-party survey platform. Every home buyer survey in the Avid database is meticulously analyzed, and the total scores are calculated using scores from the total home buying experience, the willingness to refer, and the actual number of recommendations a buyer has made.

In a statement announcing the awards, Tim Bailey, division president of Avid Ratings Canada, said that the winners "represent a list of builders that have all excelled in setting the bar of homebuilding and for customer service in Canada."

San Rufo Homes is to set that bar due to their internal mandate, which is to "guide and support the customer experience."

Truly, everything San Rufo does is about ensuring the customer experience is a positive one. Of course, that doesn't mean they

don't make mistakes. It means that if they do, they will own up to them and make them right.

"We're not perfect all the time," John says. "Nobody is. There's going to be the odd situation where the client isn't satisfied with something we've done, but we'll be the first to say that when we're wrong, we're wrong, and we're going to do whatever we can to correct it. I don't think there's a client out there who can say that we didn't own up to an error."

The vast majority of the time, however, it doesn't come to

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that, as San Rufo Homes is also known for going to the extra mile to ensure utmost quality. They dedicate time for multiple inspections and walk-throughs on every project, making sure every home meets their standards of excellence in both workmanship and function.

“My whole team cares about what we do,” John says. “We care about building a good home, and we care about our clients.”

San Rufo’s caring for clients does not end at the point of sale. Many in the construction industry consider that the “pin-

nacle of the process,” but San Rufo Homes recognizes it as is just the beginning. They continue to support clients at every point from then on – all the way from to possession, through the warranty period, and long after. They are committed to supporting their client at all times.

The proof of that commitment is not just the ratings and awards. San Rufo’s history of referrals is even more convincing evidence. From the start, the majority of the company’s work has been generated by past clients, and their client’s friends and business partners. San

Rufo encourages that with a referral program, which includes a \$2,500 cheque for when referred persons purchase a new home. With the way they take care of their clients, they expect to be handing out referral cheques well into the future.



Exceeding expectations

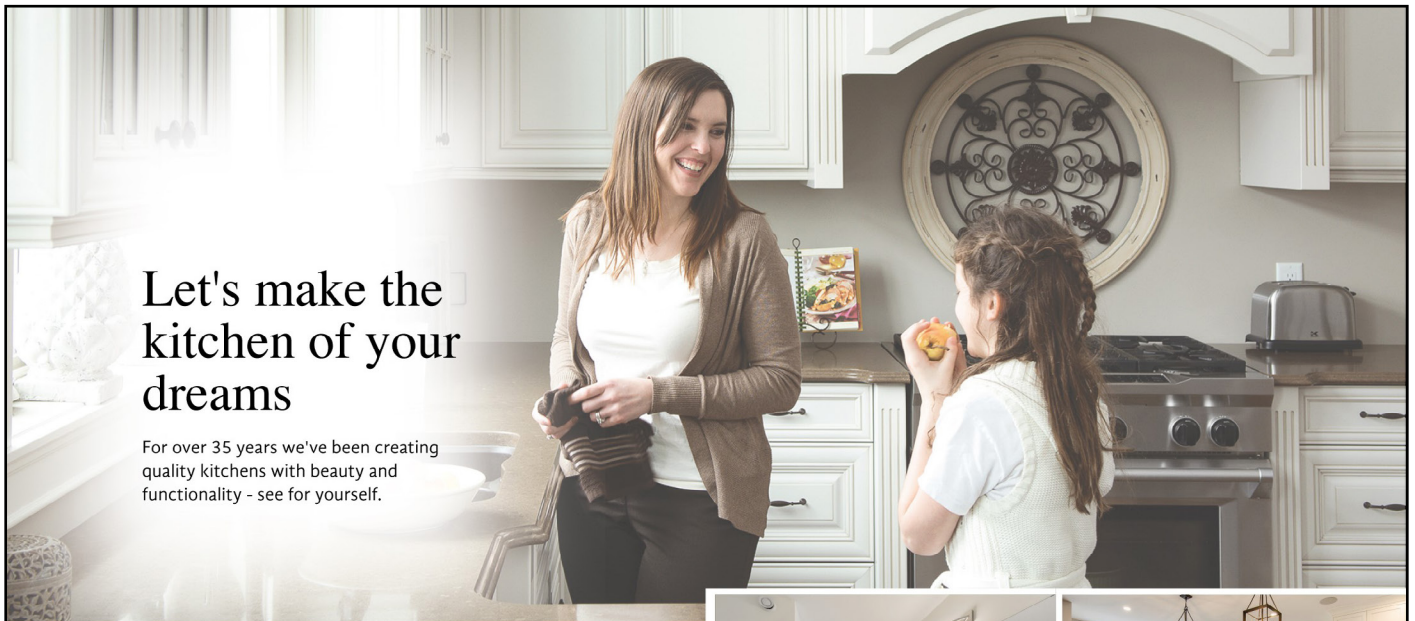


San Rufo Homes has not only been awarded for their customer service. The high quality of workmanship has also been recognized by industry peers. At the CHBA Albert and Edmonton Awards of Excellence, for example, their single-family and duplex homes have been winners and/or finalists in a number of categories over the years. That standard of excellence is a credit to the company's team – especially their in-house team of superintendents, drafters, warranty personnel, managers and more.

“We’re very selective in our staffing,” John says. “We don’t let anyone near our homes unless we trust them to do the right thing.”

The same is true of the company's roster of suppliers and subcontractors. San Rufo Homes only works with contractors they trust, and who share the company's values of quality, integrity and accountability.

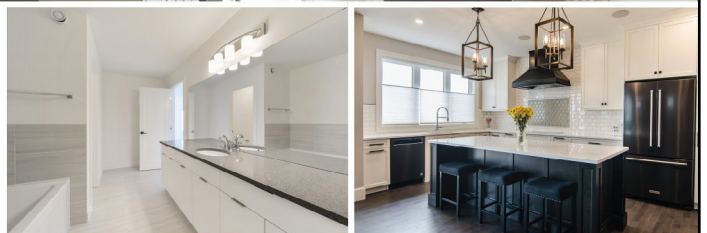
The company refuses to let price point dictate who they work with. Instead, they focus



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on the quality their partners can provide, as well as other key factors, such as their skillsets and organizational abilities. And while San Rufo has their own system of checks and balances when it comes to quality assurance, they ask their suppliers to have their own checklists and procedures in place as well.

"Those are the kinds of things we base our decisions on," John says. "It's not about price. We don't look for the cheapest guys. We don't even consider the cheapest guys. We look for the most proficient and skilled in their scope of work. We want

people who take pride and ownership in the work they do, who aren't just going through the motions."

"At the end of the day, your homes are only as good as your trade base," he continues. "If you have a weak trade base, you can have all the checks and balances in the world, but you're not going to get the quality you want."

One of the companies that San Rufo Homes relies on to provide excellence is Durabuilt Windows & Doors. Durabuilt is an Edmonton-based company that shares

"Our entire business model revolves around the client."



"We are a team of elite installers. Our number #1 priority is customer satisfaction and doing the job right. We care about quality and our customers get our best every single time. We do not compromise our workmanship at the expensive of the builder and homeowner. That is what sets us apart from other Edmonton siding companies."

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a lot of values in common with San Rufo. They offer industry-leading service combined with expert-quality craftsmanship and design. They strive to be the best building partner on the market. And they take pride in making their partners look good, no matter the project or price point.

Another such company is Everest Exteriors. They are also Edmonton-based, and they also take pride in forming close partnerships with their clients. They work with a variety of exterior products, and spend a lot of time with clients and owners beforehand making sure they are achieving the desired look. Then, from start to finish, they work fast and efficiently. They make sure the project is completed on time and within budget, and make sure the work is done the right way, the first time.

Then there's Superior Cabinets – another longstanding company and industry leader, in Edmonton and beyond. They have been creating quality kitchens with beauty and functionality for more than 35 years. They have a long held and well-earned reputation for fine quality products, outstanding service, and dedicated employees. Like San Rufo, they believe in designing and building a truly custom product, one tailored specifically to the client and the way they live.

Over the years, San Rufo Homes has “weeded out” the subcontractors and suppliers that don't promote those kinds of values. The trades remaining – such as Durabuilt, Everest Exteriors, and Superior Cabinets – tend to be longstanding, and they enjoy extremely close relationships with the Stabile family and their team.

When that whole team comes together, they can achieve truly wonderful outcomes. A recent example is a show home San Rufo constructed called the 'Isaiah, is located in the company's latest community of Rocha in the Orchards. That project is a “show stopper,” with four bedrooms, a bonus room, and upper floor laundry. John is a particularly big fan of the master bedroom and ensuite, as well as the mud room on the main floor.

The company is equally proud of their new 'Joseph II' show home, which they believe is another beautiful illustration of their team's exceptional craftsmanship. That home opened in Jesperdale earlier this year. The detailing on that home is stunning, and reviews have particularly commended what the company accomplished in the kitchen and great room.



Always improving



Looking to the future, San Rufo Homes aims to grow – but grow organically and sustainably, and not just for the sake of it. In the past, they have endured both ups and downs in the Alberta economy, and they have always been very deliberate about the rate of their expansion. In the boom times, they have even turned down opportunities to do more work when they thought their quality might suffer as a result.

Soon after the company commenced, for example, there was a boom in the Alberta housing market. San Rufo Homes could have potentially sold a lot more, but they were very mindful about taking on trades they had no history with. They had heard horror stories from other builders about working with unproven subcontractors, and they didn't want any part of that.

"We didn't deviate from our trade base," John recalls. "That may have meant we didn't make as much money as we could have, but it's not all about the money. It's about creating something that's lasting. Something with substance. Something our clients love to call 'home.'"

Moving forward, San Rufo Homes is abiding by the same principals. They anticipate that they will eventually grow to doing 80 or even 100 homes a year, but never much more than that. It's more important – they believe – that they continue to grow their reputation, and keep getting better at what they do.

"I think we build a great product, but I think we can build a better product," John says. "And when we do, I'll think we can still build a better product after that. There's always room for improvement. Always."

For more on San Rufo Homes, their process, home models, and awards – and to get in touch the San Rufo Homes team – visit <https://sanrufo-homes.com/>







LEADING THE WAY



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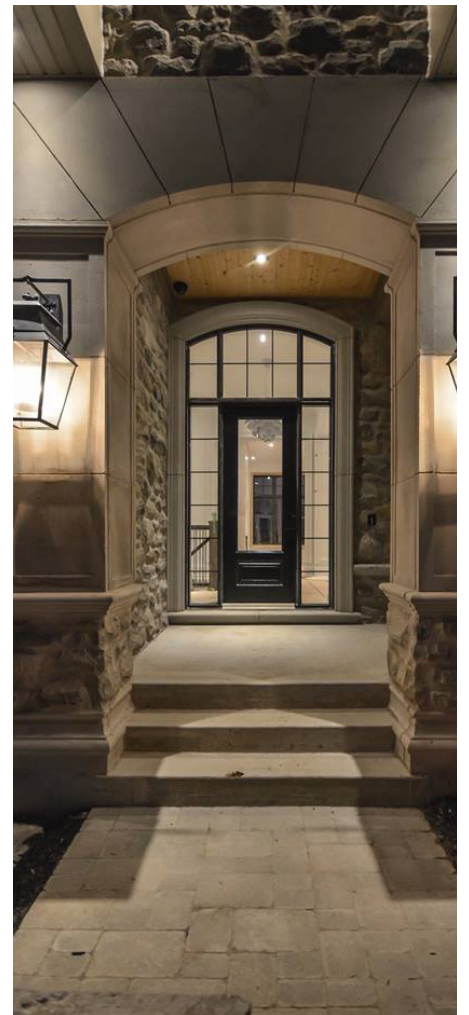
Claxton + Marsh – also known as Timberworx Custom Homes – is the builder behind some of Ontario’s freshest and most iconic homes. They are trailblazers, combining a classic focus on luxury with a modern focus on environmental sustainability. In recent years, their trailblazing has earned them a wave of attention and acclaim, and a long list industry accolades.

At the 2019 Canadian Home Builders Association (CHBA) National Awards, for example, Claxton + Marsh was held up as one of the best the industry has to offer in a variety of categories. They were recognized for everything from the workmanship of their homes, to their excellence in sustainability, to

their talent in interior decorating – they were even acknowledged for the design of their website.

“Those awards are hugely important to us,” says Shawn Marsh, founder and principal of the company. “To win at a national level is very special. It shows we’re among the best in the country. It shows we’re doing the right thing.”

“And it means a lot to our team,” adds Eve Claxton, also a founder and principal. “It gives everyone here a new level of appreciation for the quality that’s out there, and a new level of excitement about the quality we are delivering. It helps them understand why we do what we do. It’s been







very invigorating.”

Shawn and Eve are right to be proud of their recent recognition. According to CHBA CEO Kevin Lee, the awards this year were especially competitive: “Feedback from the judges was that the calibre of entries this year was especially high,” Lee said, in a statement announcing the finalists.

“This year, the competition increased its focus on the context of the project,” he added. “Who was the home or community built for? Why was the home renovated? So our judges really had to consider how well the project’s desired outcomes were met. The finalists this year truly represent the best in Can-

ada.”

Claxton + Marsh were a finalist in seven categories, and a winner in four. A home in Aberfoyle called ‘Green with Envy’ won the category for ‘Detached Homes – Custom | Under 2,500 square feet.’ A home called ‘Avant Garde,’ also in Aberfoyle, won ‘Detached Homes – Custom | 3,501 to 5,000 square feet.’

Avant Garde also won the award for ‘Interior Decorating,’ as well as the ‘Net Zero Home Award.’ Shawn is particularly proud of the latter accolade. He has been passionate about environmental efficiency for a long time now, and believes that net zero homes are “the future of building.”

“We really listen to our community.”





“We are proud to help lead the way to a more sustainable environment and future,” Shawn says.

Leading the way in sustainability does not mean sacrificing luxury, however. With Avant Garde – Canada’s first certified luxury net zero home – Claxton + Marsh has shown clients that they can have both.

Avant Garde is 4,500 square feet, and located in Guelph’s prestigious Heritage Lake Estates Community. It features 9,200 square feet of living space on an exclusive one-acre lot. It includes ceilings ranging from 12 to 20 feet, heated patios, walkways, and driveway, and smoked glass custom stair

railings. The main floor features four bedrooms, five bathrooms, and a diva-inspired kitchen and pantry. There’s also a temperature-controlled wine room with a black pearl racking system, a four-season room with a floor-to-ceiling hand-carved limestone fireplace and wall-to-wall windows, and a “stunning great room.”

Eve describes that home as having an “ambience of pure luxury throughout,” and a “permeating air of glamour.”

That kind of “luxury feeling” is rarely present in environmentally-friendly homes, but Claxton + Marsh is changing the game. The company designed and engineered the home to

reduce energy needs, they included on-site renewable energy systems – including a Tesla Powerwall – and they made sure the home produces at least as much energy as it consumes on a yearly basis. At the same time, they also designed the home maximum curb and aesthetic appeal. There are solar panels, but the roof was designed to keep them out of sight. Eve says the home looks “truly magnificent” from the road.

“The last thing we wanted was to have people drive by the home and say ‘Look at that lovely environmentally-friendly home,’” Eve says. “The goal was to build a big home with basically every luxury feature, everything a cli-

ent could want – but still have it run on its own power.”

Claxton + Marsh’s other recent award-winning home, called ‘Green with Envy,’ was similarly designed to exceed luxury expectations.

Green with Envy was a bungalow in Aberfoyle featuring over 4,600 square feet of living space. Eve describes it as “modern living in a whole new light.”

The home features a palate of whites, greys, and comforting

features such as heated flooring and multiple fireplaces. It also features floor-to-ceiling windows, allowing for an abundance of natural light. Meanwhile, the open concept and clean long lines of the cabinetry and trim “communicate a distinctly modern feel.”

The home was also designed and fitted to be extremely livable. It includes “the highest end fixtures, finishes, and appliances,” Shawn says.

Much like Avant Garde, Green

with Envy was also designed to be “net zero ready,” Eve says. The team at Claxton + Marsh wanted to show clients how efficient a home could be with a smaller foot-print – and clients responded. The home was built on spec, but the home had three buyers competing for it shortly after completion. They sold it for over the asking price not long after the CHBA awards. Avant Garde, meanwhile, was also built on spec, but Shawn and Eve liked the finished product so much they claimed it for themselves.



Always evolving



In addition to the national awards, Claxton + Marsh has also been extremely successful at earning acclaim at the local level. For example, the Guelph & District Home Builders' Association (GDHBA) hosts an annual Awards of Distinction & President's Ball Gala. At the 2018 event, Shawn and Eve earned eight separate accolades in recognition of virtually every facet of their business.

The wins included: 'Best Ad Campaign,' 'Most Outstanding New or Renovated Home Bathroom,'

'Most Outstanding Home Design (Estate or Custom),' 'Green Builder of the Year,' 'Best Interior Decorating Model Home/Suite,' 'Most Outstanding New or Renovated Home Kitchen,' 'Best New Home Sales office,' and 'Project of the Year.' Shawn Marsh was also personally honoured with the 'Past President Award.'

According to Shawn and Eve, those achievements are a result of their company's unrivalled attention to detail – which starts at the top. Eve personally over-



sees the design team, for example, and makes sure that no two projects are ever the same. Shawn, meanwhile, is personally on-site of every project. He works closely with both the design team and the tradesmen, and he makes sure every element is coordinated and installed correctly.

Both Shawn and Eve also credit their awards success to their clients, whose visions make their homes possible. They believe they attract those visionary clients with their honesty and transparency.

"We always do what we say

we're going to do," Eve says. "There are no surprises with us. I don't think we've ever had a client that walked away feeling jaded. When they tell us, 'This is our budget and we can't go over it,' we respect that. We give them exactly what they want and expect."

"And we always give them a beautiful product," she continues. "We've never had any client disappointed with the quality of our product. Not ever."

The company also has a "constant requirement to evolve," Shawn adds.

"After every home we build, we ask ourselves 'What did we hit out of the park? What could we have done better?'" he explains. "That's why we win awards. That's why we've been around as long as we have. We're never satisfied. It doesn't matter how well we do something, we can always do it better. That's the culture we've built here."

"We make sure everybody in our company thinks that way," he says. "It starts with design, and goes right through the carpentry, finish work, and beyond. We believe there's always a better way to do things, and we're always evolving."



An exciting future



Both Shawn Marsh and Eve Claxton come from longstanding careers in Guelph's high-end custom home sector – Shawn in framing, and Eve in real estate. Both are passionate about the industry, and care deeply about providing high quality homes that blend classic and modern concepts. They founded Claxton + Eve with the goal of working with likeminded clients to bring those homes to life.

Over the year, the company has grown steadily in strength, but not necessarily in size. Shawn

and Eve's focus has always remained fixed on quality, not quantity. They now limit themselves to eight homes per year, with the majority of their work valued at \$2 million or more. They feel that taking on any more work would mean compromising their attention to detail, or would require using subcontractors and suppliers that they don't trust – which is something they refuse to do.


Moving forward, for those reasons, Eve says the company's limits will remain in place. The



company will continue to work on a select number of jobs, for a select number of clients – the kind of clients who share their values and quality expectations. “We only want to work with clients that we can build a good relationship with,” Eve says. “We’re very connected with the client over the course of a build. We’re practically tied to the hip for almost 10 months. It’s important that we understand each other, that we communicate well, that we trust each other. It’s all about the relationship with us.”

In the future, it will also be increasingly important that the client cares about sustainability. Shawn is very proud of the work he’s done with the CHBA’s Net Zero Energy Housing Council (NZC), and he wants to take the capabilities he’s learned and apply them to everything he does. Not just single-family homes, either. As lots in the area diminish, he sees the company transitioning to luxury condos and townhouses, and delivering them to the same high level, and to the same green standards.

“We want to continue leading the way in terms of quality and green technology,” he concludes. “We want to take what we do here and apply it to what we do in the future. We’re not yet sure what that will be, but we know it’s going to be awesome. We’re excited about what comes next.”



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For more on Claxton + Marsh, their awards, and their award-winning projects – and to get in touch with Shawn, Eve, and their team – visit <https://www.claxtonmarsh.com/>

_SA

Enhancing the

HUMAN EXPERIENCE

Sturgess Architecture (_SA) is an industry-leading Canadian architectural and urban design firm with a 40-year legacy of design excellence and efficiency.







Sturgess Architecture (_SA) is an industry-leading Canadian architectural and urban design firm with a 40-year legacy of design excellence and efficiency. Throughout their history, they have delivered a long list of significant projects, including multiple Calgary landmarks. They have become known for their collaborative skills, their speedy delivery, and their exceedingly long list of national and international awards.

According to Principal Kevin Harrison, the firm's history of success is a credit to their culture and values, which they have never strayed from in their decades in operation. Those values include: collaboration – they work in an open office

where everyone is involved in every project; community – they believe every building has a responsibility to the well-being of its street; and creativity – they always strive to find new ways to evolve their thinking.

Recently, Kevin and the team at _SA demonstrated all three of those values on their critically-acclaimed 'Montreal House' – which won a Jury's Choice Award at the 2019 Prairie Wood Design Awards, among a number of other architectural accolades.

"We are extremely humbled and honored by that kind of recognition," Kevin says. "Those awards are a testament to the entire team who worked on the

"We went through an amazing journey with them and with the entire team. The design team, the contracting team, the clients, the consultants – we all enjoyed an extremely collaborative process, and it ultimately resulted in a project we're extremely proud of."





project. They are proof that we successfully came together, we collaborated, and we overcame all the challenges and came up with the right solutions. That's what we're really proud of."

In the case of the Montreal House, _SA's team came together to design an innovative two-storey home for a young professional couple and their two kids. The finished product was tailored to that client's vision and lifestyle. It includes a series of active and passive recreational spaces, an orientation that captures the sun, a street-addressing porch that frames the living room, and a gentle ramp that provides entry. The volume is encased in a carapace of Cor-Ten steel

lined with wood. There's a double-height curtainwall. The main bedroom on the second floor is cantilevered into the treed landscape. An adjacent roof terrace overlooks the city skyline. A garage is accessible from the rear street, which is a function of the garden wall.

The project began with the clients reaching out to Kevin and the team at _SA because they were admirers of their previous work in the sector. The firm often works on larger commercial and public jobs, but they do take on smaller single-family projects like that one for the clients who seek them out, and who are as interested as them in innovation and collaboration.

"In that case, those clients had a real willingness and desire to explore an architectural avenue through this house, which was really inspiring to us," Kevin says. "We went through an amazing journey with them and with the entire team. The design team, the contracting team, the clients, the consultants - we all enjoyed an extremely collaborative process, and it ultimately resulted in a project we're extremely proud of."

The team on that project included general contractor Karson Builders, structural engineer Enuitive, and wood suppliers Structurlam Mass Timber Corp and Bow Valley Exteriors. Kevin is quick to credit the award success to each of those team





members and their contributions.

The Prairie Wood Design Awards, for example, recognize projects and organizations that advance the use of wood in construction through design excellence, advocacy, and innovation. For Montreal House, SA and the rest of team were specifically recognized for the project's CLT roof panelling. They used 3D modeling software to generate the exact geometric forms they needed, and the building team was able to use a crane to seamlessly drop the panels in within the span of a single day.

"When we were done, the result was absolutely stunning," Kevin

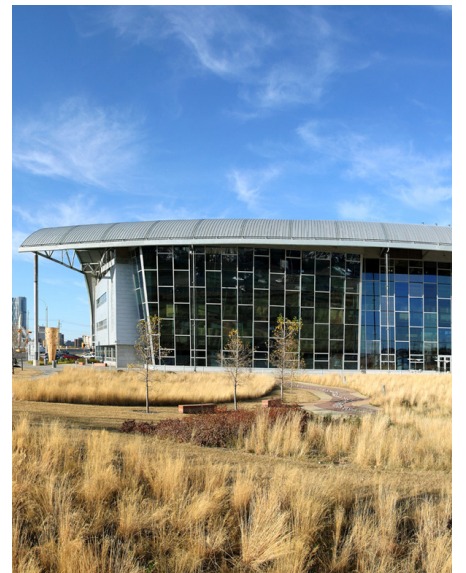
says. "We created this really cohesive architectural moment, where nothing was superfluous, where everything was essential to the sum of its parts. We were really proud of how it came together."

The clients were proud too, Kevin adds – and he says they should be, because they were as integral to the finished product as anyone.

"Without them, we couldn't have a project like this," he explains. "Without their willingness to embrace the journey that we all went on together, it wouldn't have been possible."

"They were extremely involved," he adds. "They became fascinated with the process, and

they went on the learning journey and figured out with us and how all these elements would come together. They are extremely happy with the end-result, and they deserve a lot of credit for it. It's a result of the journey we all went on."



Making a difference

_SA was founded by Jeremy Sturgess, an architect with over 40 years' experience in the sector. Over his decades in the industry, Jeremy has contributed to Canadian architecture at a variety of levels, and has been recognized locally, nationally, and internationally for his work. That work has included housing at all scales, civic and commercial buildings, and tourism and hospitality projects – all of it thoughtfully designed, taking into consideration both the immediate site context as well as the grander vision of the project.

Kevin, meanwhile, has personally been working in the creative design industry for over 17 years. Over the course of his

career, he has also worked on numerous award-winning projects of varying scale and programme, often with an emphasis on the public realm. Prior to becoming Principal of _SA, he earned experience as a project lead, design architect, and project manager, and he became known for his expertise in community engagement, client and consultant coordination, the permitting process, and construction documentation and administration.

Kevin first joined _SA in 2003. He was attracted by the many iconic projects in the firm's portfolio, and he appreciated their history of local, national and international award recognition. The firm's success and philoso-



phy inspired him, and continues to inspire him today.

Under his leadership, _SA continues to do a multitude of project types – everything from city-shaping initiatives such as light rail transit expansions, to world class cultural attractions, to single-family custom homes. Most of the company's current work is generated from their previous work. They usually work with repeat clients, or for clients who've admired their past jobs and have specifically sought them out.

According to Kevin, no matter

the client, budget, or building sector, all _SA projects have a goal in common – they are all designed to “enhance the human experience.”

“That’s our fundamental purpose,” he says. “We want to enhance the human experience through functional and compelling design. We want to enhance the experience for all of our clients, and for all those who use our buildings.”

“As an office, we are inspired to make our communities a better place, we’re inspired to improve the quality of life, we’re inspired

to do something new,” he adds. “We’re here to make the world better for those who experience our architecture. That’s why we do what we do.”

He reiterates that it doesn't matter who the client is, or how much money they are spending. _SA's vision remains the same. In fact, the variety inspires them, because it ensures that no two projects are ever the same, and the process can never become rote.

“We like to look at every project through new eyes,” Kevin says. “They’re all exciting to us, and



Advertisement for Scott Construction Group. The top section has a dark blue background with the website "ScottConstructionGroup.com" in white. Below this is a photograph of a city skyline with a construction site in the foreground. A red crane is visible on the construction site. The Scott Construction Group logo, consisting of the word "SCOTT" in white on a blue square with a red diamond below it, is overlaid on the image. To the right of the logo, the text "Construction Management", "General Contracting", "Design Build", and "BC | AB | ON" is displayed in white. At the bottom of the advertisement, on a dark blue background, is the text "Proud to work with Sturgess Architecture on STEPS, Calgary" and the phone number "1-888-234-5222".



they're all equally important to us. Big or small, it doesn't matter. What matters is we do good work, and that we make a difference."

Moving forward, _SA wants to continue to make that difference, and continue to make it in a variety of building sectors, while working regionally, nationally, and even internationally.

"This firm in particular has helped define what architecture and urban design is, primarily in Western Canada, but we've worked across the country and across the globe, and we'll keep doing that," Kevin says. "And we'll remain industry forerunners of exceptional design."

"We'll do that with no specific niche market," he adds. "We want to continue to be diverse in what we do. The diversity keeps us on our toes. It keeps us inspired. It challenges us."

As for the size of the firm, Kevin says there's room for growth, but they always want to grow "in a meaningful way."

"What I mean by that is no matter how much we grow – whether it's five per cent, 10 per cent, 50 per cent, 100 per cent growth, whatever it may be – we absolutely want to maintain our design integrity and our design excellence. We have to stay committed to our fundamentals. We have to improve the

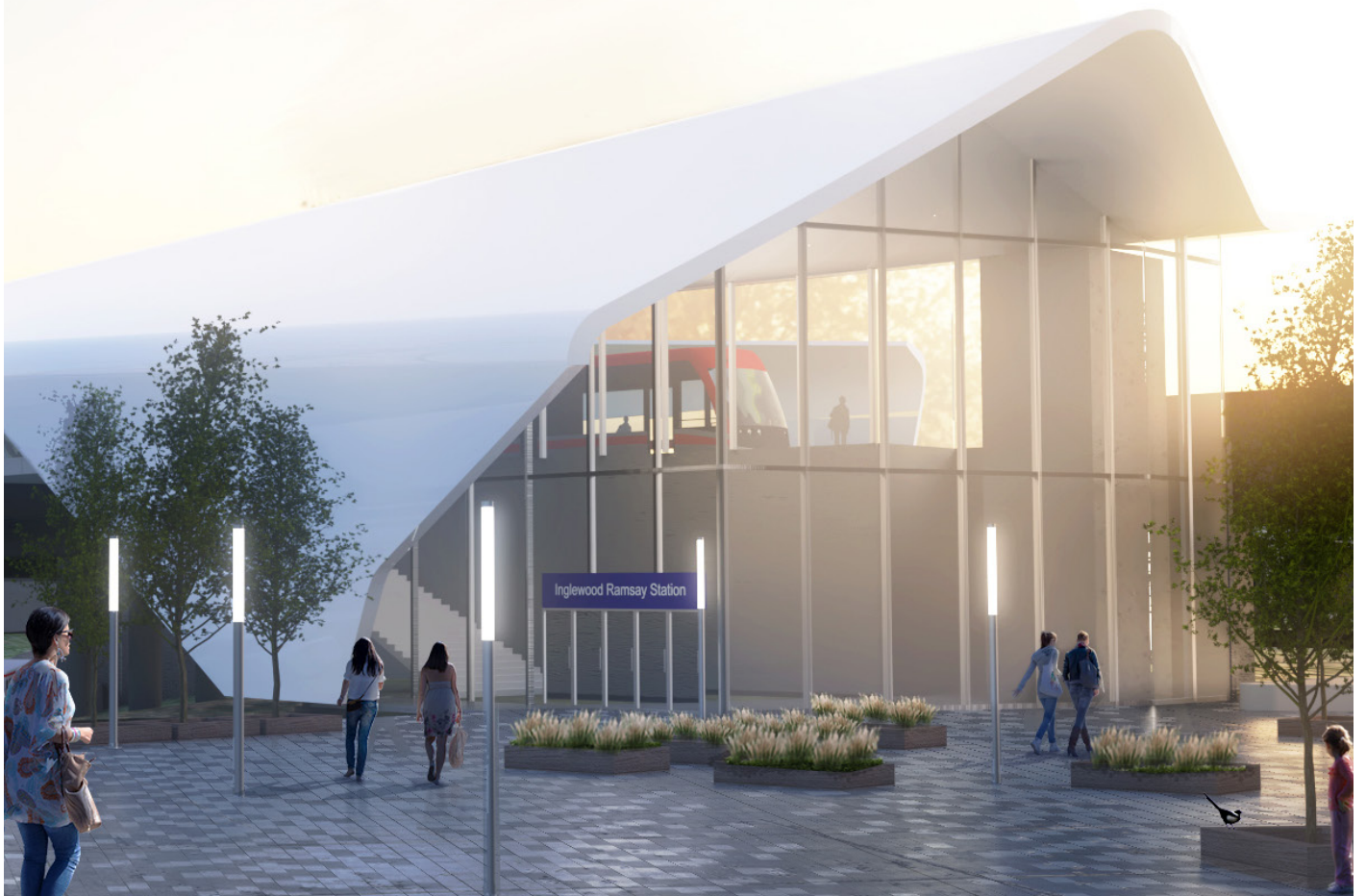
quality of people's lives and enhance the human experience. That can never be sacrificed."

So Kevin doesn't have a specific size in mind for the company – but he does have a very specific vision for their reputation.

"As a long term goal, I want our office to be the most sought after architectural design firm. Period. Whether that's achievable or not, that's yet to be determined. But I think, again, if we maintain our values, if we continue to build relationships and continue to really engage with everyone involved in a project, there's opportunity to get there."



For more on Sturgess Architecture, their team, their culture and values, and their history of award-winning projects – including Montreal House – visit <http://www.sturgessarchitecture.com/>





**W. Hunter
Electric Ltd.**

A COMPANY TO COUNT ON



W. Hunter Electric is one of Saskatoon's longest-standing and most trusted electrical contractors. For almost 25 years, they have been providing reliable service and proven results to residential and commercial projects across the city.



W. Hunter Electric is one of Saskatoon's longest-standing and most trusted electrical contractors. For almost 25 years, they have been providing reliable service and proven results to residential and commercial projects across the city. In that time, they have built a lasting reputation for their safety, respect, integrity, and professionalism – and they have become well known for both the quality of their work and the quality of their customer experience.

"Clients can count on us," says Kim Hunter, an owner of the business. "That's what sets us apart."

"People know when they work with W. Hunter Electric, they

can rely on us," she adds. "They know we're going to meet their goals and deadlines; we're going to communicate with them about their project, and we're going to deliver a positive experience no matter what they need."

The company's overall commitment to quality starts at the top, with owners Wayne and Kim Hunter, and Sheldon Janzen. All three of them are dedicated to the client experience. They are always striving to build their values into the day-to-day operations of the company and to impart them to their staff.

In fact, when Wayne and Kim started the company in 1996, "giving customers what they

"They know we're going to meet their goals and deadlines, we're going to communicate with them about their project, and we're going to deliver a positive experience no matter what they need."





need” was their guiding principle. That meant doing great work, but it also meant ensuring the customer was comfortable with the process every step of the way, that all their questions were answered, that they were confident that the work would be done well and to their exact specifications. Prior to starting his own electrical company, Wayne had previously worked for several others in Saskatoon, and he believed that customer care was missing from the market at the time.

“There were things he wanted to do differently,” Kim recalls. “He had been involved in the trade since 1980, but he had never been satisfied with the way he saw customers being treated.

He thought he could do better.”

“It’s about the simple things,” she explains. “It’s about being consistent. It’s about being there when you say you’re going to be there. Those are the things that some of the other companies that were out there weren’t providing. We wanted to provide customers with a better option.”

Sheldon, meanwhile, started his career in the industry as Wayne’s apprentice while with another company. He joined him at W. Hunter Electric in 1998, and then became part owner in 2005. He has shared his vision for better customer service every step of the way.

“People often have the impression that because we’re a relatively bigger company that we won’t come and tackle the smaller jobs.”

Uncompromising quality

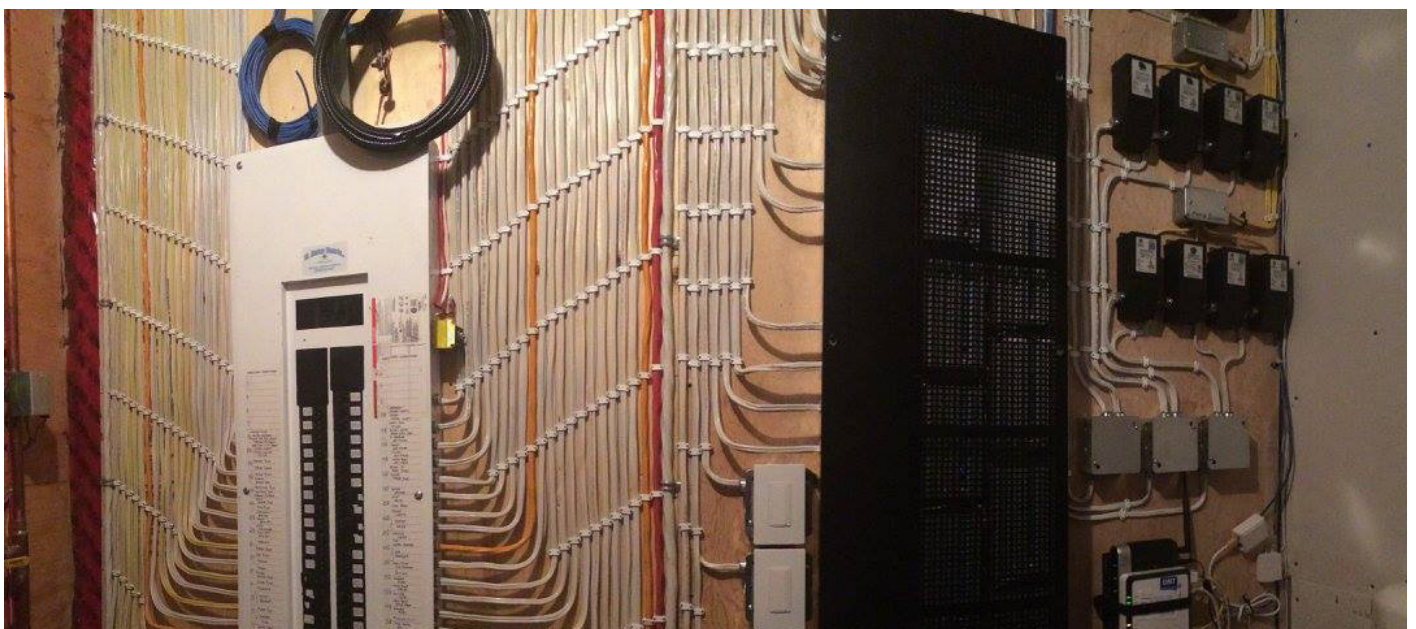


When Wayne first started W. Hunter Electric, he was a crew of one, and his first job was wiring a whole condo complex by himself. Off the success of that job, the company grew and added staff, and originally focused on providing basic electrical construction services to the new home sector. Over time, the company began to add renovations and retrofits to their job portfolio. In recent years, to keep up with changes in the economy and further diversify the business, W. Hunter Electric started taking on light-to-medium commercial work.

Today, W. Hunter Electric still provides great basic electrical construction services, but they also can provide design and

installation services for everything from new residential and commercial construction, to renovations and additions, panel changes, service upgrades, home automation, audio/visual systems, solar energy systems, and stand-by generators. Their projects now range widely in value, and the company encourages and enjoys that diversity of work.

"People often have the impression that because we're a relatively bigger company that we won't come and tackle the smaller jobs," Kim says. "But that is certainly not the case. We are here to assist people with whatever their electrical needs are."



"We get phone calls from private individuals who just want us to come and change a light fixture because they're not comfortable doing it themselves," she adds. "We're happy to come and assist those people. We'll also do big commercial jobs, and we'll wire apartment buildings that have several hundred units. We have the ability to take on projects of a fairly significant size, but we're also here to help the individual who just needs a small task done."

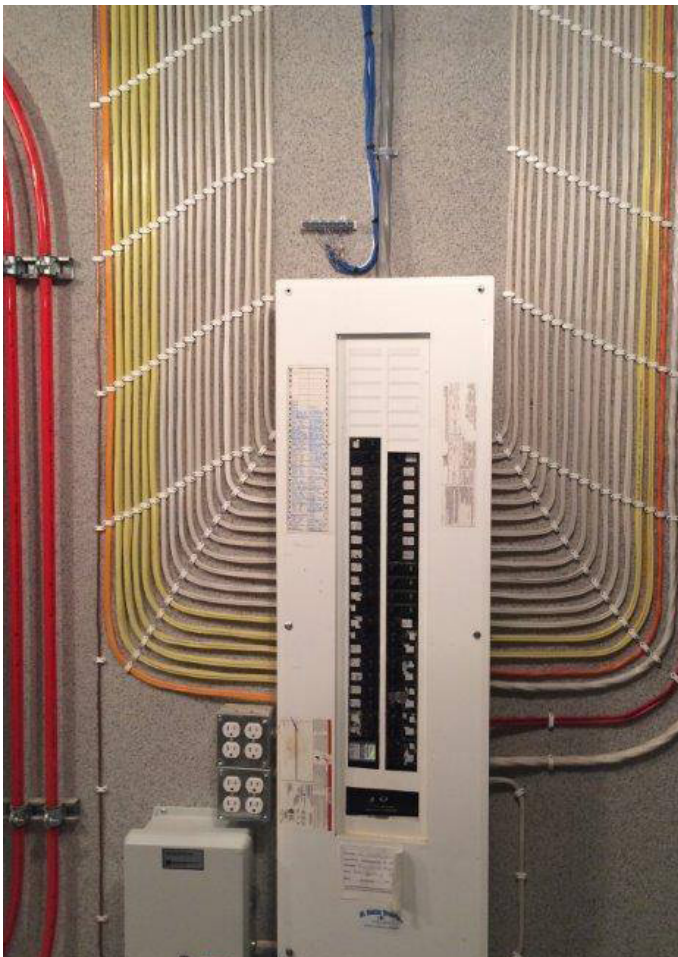
According to Kim, one of the company's key points of dif-

ference – no matter the project size – is their experience. Wayne, Sheldon and their team have been working in Saskatoon for decades, and they have delivered a wide range of successful projects. They know what questions to ask, how to keep a project on track, and how to find solutions to problems when they do arise.

Kim also says that both Wayne and Sheldon are "uncompromising" when it comes to quality, and that further sets the company apart.

"We are not willing to sacrifice the quality of our work, ever," she says. "Our staff knows that is our primary focus. They know they can't get away with doing a poor job. They know they have to make full use of their abilities and do their best work, no matter the size of the job – and they do. They take a lot of pride in their work, just like we do."

Finding team members who will subscribe to their vision has been challenging at times, Kim admits, but she says that over the years they have successfully weeded out the people who



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wouldn't or couldn't buy-in and they have built strong and lasting relationships with people who are on the same page. She credits those strong relationships to the training and education opportunities they provide, and to the focus the company has on communication, teamwork, and safety.

"We're very much a team," she says. "We know that we can only move the business forward when everybody is working together and contributing. It doesn't matter to us if you're a first-year apprentice or a jour-

neyman electrician; your perspective is important and valued."

"We also work hard to give our staff the 'whys' behind what we're doing," she continues. "We think it's important to educate, to explain why we're asking them to do what we're asking them to do. It's about keeping them informed. It's about making sure they feel like they are part of the team, not just another number on the payroll sheet."

As a result of that team culture,

W. Hunter Electric has been able to successfully retain a lot of talent and experience. Several team members have been with the company for over 10 years, for example. Many more have been there for at least five years.

"We have people who have been here for a while and really understand what we're trying to do," Kim says. "And when we bring on new staff, they make sure that our vision gets passed on. They are really valuable culture setters."



Always communicating

W. Hunter Electric tends to form strong and lasting relationships with all their stakeholders, not just their direct employees. Many of their clients are also longstanding, as are the majority of their suppliers. They also have established close relationships with a number of other local subcontractors, which helps ensure those jobs go as smoothly as possible.

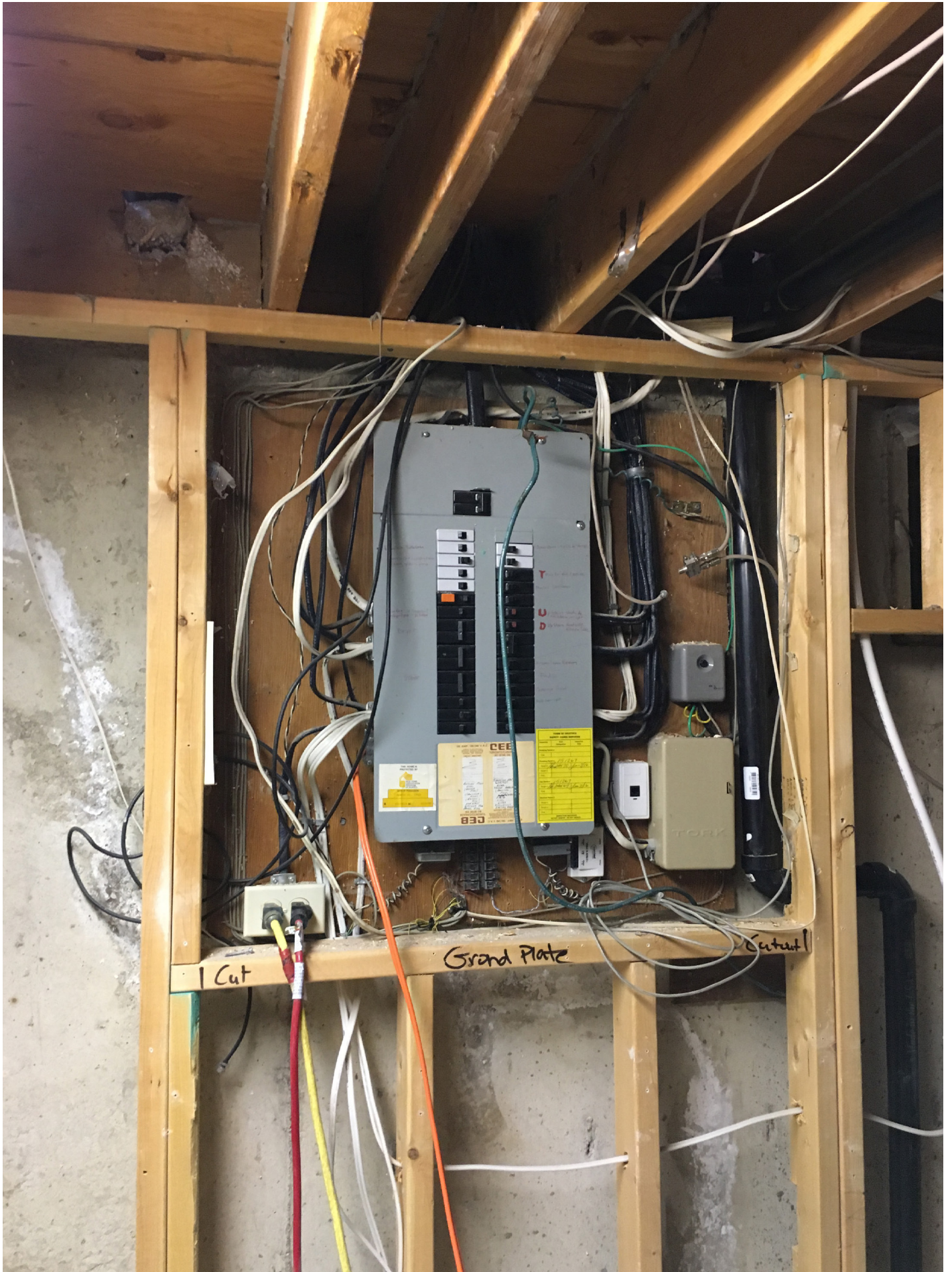
“Our relationships with other trades are very important,” Kim says. “The only way a build goes well is if all the trades work together. We have to make sure we are communicating with one another. We have to make sure that everybody has the information they need in order to accomplish their goals.”

“We make sure that communication happens,” she adds. “We make sure the information is flowing back and forth, that everybody is on the same page. That’s the only way to end up with a happy customer at the end.”

As for their suppliers, Kim says they have been working with a core group almost since the very beginning of the business in 1996. Again, she says they make sure they are always communicating, so they always have what they need when they need it.

“And as technology changes, and products change, we rely on our suppliers to help us stay up-to-date,” she adds. “We rely on





“They expect to focus more on home automation and energy-efficiency in the coming years, and offering and understanding the latest technology is critical to that.”

them to make sure we are providing our customers with the most current technology, the most current equipment and devices. Those relationships are really integral to our success.”

Moving forward, Kim says those relationships will continue to be integral to the company’s growth. They expect to focus more on home automation and energy-efficiency in the coming years, and offering and understanding the latest technology is critical to that. They also expect to focus more on alternative energy systems, and have already trained and certified

several staff members in both residential standby generators and solar energy systems. Kim says they will be leaning on their strong supplier relationships to help them meet the needs of those markets.

“We’re going to keep communicating with them,” she concludes. “We’re going to keep communicating with everyone – our staff, our builders and suppliers, our customers. They are all key people in ensuring the ongoing success of W. Hunter Electric, and we’re going to make sure we’re always meeting their needs.”



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