

GOING THE DISTANCE

PHOTOGRAPHY LOIS SIEGEL

As we celebrate our country’s 150th – happy birthday, Canada! – OUR HOMES congratulates these local business people on their company’s longevity.



TIM BOND
CO-OWNER
Bonds Decor Ltd.

Congratulations on your 90th year in the business. What factors allowed your company to endure? I’m the third generation and I’ve learned that success comes through building lifetime relationships with your customers and by having the right products to fit their needs. Also, a knowledgeable, motivated staff is the backbone of your business.

How has your company grown? My grandfather and his brother opened Bonds Decor in 1927 as a paint, wallpaper and flooring store, then added furniture in the 1940s. My father took over in the 1970s and we expanded to three stores in the 1980s. Recently, we added Benjamin Moore to our product line and we’re well-known as experts in wood stains and finishes.

Where do you see your company in 10 years? You can’t control outside forces and their effect on your business. However, if we keep focused on strong customer service and continue to develop and maintain relationships, I can see us being successful for years to come.



MARK PATTERSON
FOUNDER & PRESIDENT
Patterson Homes

Your company has been renovating and building custom homes for more than a quarter century: how do you explain its longevity? Over the past 30 years, I’ve built a team of professional contractors that communicate well with the customer – and each other. We respect the customer and treat them how we would want to be treated; with respect and honesty. And we offer them excellent value for their money.

How has your company grown? The company hasn’t expanded, yet. I control all the projects and I deal with the customers directly. It’s a method that obviously works, since Patterson Homes has been honoured by the Greater Ottawa Home Builders’ Association (GOHBA) with three awards.

Where will you be in 10 years? My 20-year-old son Lane is now working with my handyman Rick Jacques because my son wants to learn the plumbing business. You never know what the future holds, but I do know I’ll still be serving the Ottawa Valley residential construction industry.

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SHAWN SPOONER
OWNER & PRESIDENT
Michael Spooner & Son Estate Auctions

Your company has been in the business for nearly half a century. To what do you attribute that longevity? We are a family owned and operated business committed to obtaining the best prices we can for our clients. With an aging, downsizing population, we sell and give a new lease on life to many interesting pieces, providing a financial return for consignors.

How has your company grown? From humble beginnings as pickers and sellers in the Ottawa Valley, we progressed into auctioneering while operating Ottawa's

fine furniture store, Widdicombs of Westboro. We also expanded to include Ottawa Estate Appraisers, which provides accredited personal property appraisals for estates, divorce, insurance, etc. Today, our auctions are conducted live, as well as online, to reach buyers around the world.

Where do you see the company in 10 years? The third generation is now involved and will continue to offer our clientele the depth of knowledge and expertise that keeps us on top of current market trends.

**JACQUES MARCHAND,
SIMONE MARCHAND,
CLAUDE MARCHAND
& ERIC MARCHAND**
*THIRD, FOURTH AND
FIFTH GENERATIONS*
Marchand Electric

Your company is almost as old as Canada, congratulations! This year, Marchand Electric is marking 125 years in business. As it has been from day one, our goal every day is to surpass our clients' expectations in product knowledge, product selection and service. Our hard working team makes that possible.

How has your company grown? We've constantly evolved as advances and improvements in electrical technology provided us with new products and applications. Marchand Electric has also expanded into Stittsville and Gatineau, on top of our east-end Ottawa location. We have always been a location store, but wanted to offer more convenience to some of the communities we work with.

Where will you be in 10 years? In a decade from now, Marchand Electric will be in the very capable hands of the next generation. Hopefully, you'll also find the generation after that starting out in the family business, in the warehouse... sweeping up.

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people



JODIE MATTHIESEN
GENERAL MANAGER
KIM REID
SALES MANAGER
TOM ALAIN
FOREMAN
*Hubert's Fireplace
Consultation + Design*

Your company has been in business for almost a century. What's the secret behind your staying power? Excellent customer service has always been our primary goal and with the third generation now operating our store, people know they can expect personalized service and one-stop shopping. Our in-house staff are responsible for the entire job from concept to completion, so customers trust us and depend on our knowledge and expertise.

How has your company grown? We've operated

from the same Hintonburg location since we opened our doors 95 years ago, but we've adapted by staying ahead of, as well as with, the trends and technology in the hearth industry. Focusing on a few specific quality lines, Canadian products and specializing in hearth products is what makes us unique.

Where will you be in 10 years? Ten years from now we'll be celebrating 105 years in business. We intend to stay a small family business, customizing fireplace installations and excelling in customer service. **OH**

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