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## NORSTAR GROUP LTD.

business to a point where we can pretty much handle projects of any size,” Chaplin says. “The majority of our work is through architects as a contractor, but in the last two or three years, we’ve focused more on design and build solutions for people, so, it’s a real turnkey operation.”

Chaplin relates that some of Norstar’s clients approach them because of their reputation for quality work. “Sometimes a client will like us from the start,” he says. “We’ll introduce them to an architect here, or we’ll offer them a design and build service, depending on what they’re looking for. Or they may already have an architect and come looking to us and say, ‘We’re comfortable with you; we’ve seen what you can do and we want to work with you on a project.’ We will negotiate these contracts directly with

the client. We also competitively bid projects, where we may never have met the client, and the architect may put a package together for us to price. And at that point, we might be competing against two or three or four other people for the same work – all local contractors.”

Of course, price is not the only consideration when and if Norstar is chosen as the builder of choice – there are always those intangibles that separate a superior firm from the merely acceptable ones. “Quality is always something that we’re trying to achieve and pushing boundaries with construction,” Chaplin states. “For example, we are seeing more high profile international architects who have projects down here, and they will approach us to build. One of which was a complete ‘cast-in-place’ home – poured



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