

# KITCHEN | VIEWS |

MAGAZINE

Summer 2009

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Green Countertops

The Kitchen Views for You

The Designer & Customer

An Alluring Range of Range Hoods

## Design Inspiration

A HOME TRANSFORMED IN  
NORTHBOROUGH

GOING BOLD ON BEACON HILL

AGING IN PLACE IN NEWTON

REBIRTH IN A BOSTON SUBURB

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**Cover:** Cabinetry by UltraCraft, UC Metro thermofoil doors in Glossy Rosso (by wall oven), birds eye (on island) and aluminum doors with opaque sand-blasted glass (in corner). Countertops: Cambria engineered stone.



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## A WORD FROM SUZI KAITZ

### General Manager of Kitchen Views

It's amazing how a new kitchen changes the dynamics in a home. Over the past month, I've had the privilege of visiting and photographing several of our clients' homes, learning about their design/build experiences and how the outcome has impacted their lives. Some of their stories are shared in this issue of Kitchen Views magazine, along with my own renovation tale. In each case, you will see how the architectural changes surprisingly improved the quality of home life.

A story about developer Greg Burrill and his ten-year relationship with KV designer Harry Mangsen also validates a trend that has become tradition: the importance of designing a kitchen that is more than a place to cook. The open floor plans in so many new kitchens help to ensure that there is a place where life and relationships are nurtured and savored, just like recipes that are passed from one generation to the next.

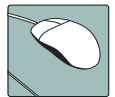
Enjoy each page, study each photo, and become inspired. That's how to begin the process. And then, maybe you'll be convinced that there is one investment that is guaranteed to provide an incredible return. A new kitchen.

Hope to meet you soon.

# KITCHEN | VIEWS |

Like  
what  
you see?

You may notice the icon on the right throughout the magazine. It is an indicator that the story you are reading has additional content online. Go to [kitchenviews.com/stories](http://kitchenviews.com/stories) for profiles, images, and video with some of the designers, customers and kitchens featured in this issue of KV magazine.



## KITCHEN VIEWS LOCATIONS

Kitchen Views serves discerning homeowners and seasoned building professionals, with six showrooms in Massachusetts and one in New Hampshire.

The Kitchen Views design team consists of 29 professionals, with over 450 collective years of experience in the building industry and 239 years in kitchen design.

### KITCHEN VIEWS CUSTOM

64 Needham St.  
Newton, MA  
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### KITCHEN VIEWS AT NATIONAL LUMBER

25 Central St.  
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71 Maple St.  
Mansfield, MA  
508-339-8020

120 Welby Rd.  
New Bedford, MA  
508-990-8020

15 Needham St.  
Newton, MA  
617-244-8020

33 Mason St.  
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KITCHEN VIEWS PRESENTS

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# sweet and savory

## GOOD CHEMISTRY AND THE FINE ART OF COOKING.

By Chad Carlberg

Walk up the back porch and into the home of Ingrid and John Molnar and you will discover why they are both smiling with pride—it's their kitchen. Yet this cooking couple deserves bragging rights, having spent over a decade living with an ordinary kitchen whose extraordinarily bad design made their shared joy of cooking an endless labor of love.

"I'm a baker and John's more of a cook," Ingrid reveals.

Quickly, John quips, "I'm an artist. She's more of a chemist." They laugh as if congratulating themselves for having grown so comfortable with one another that their conversations roll like an old act that never tires. It's hard to imagine that they would have had any difficulty in designing and renovating a kitchen. But mix a baker and a cook, an Italian and a German, and a dash of marriage, and the resulting pastiche is a recipe for living with an outdated kitchen long past its expiration date.

"I wanted a microwave that wasn't on the counter and

wasn't so high that the kids would have trouble using it," says Ingrid, now mother of high school-aged twin girls. "I also needed a vertical drawer for cutting boards and cookie sheets—"

"—And I had to have a stove with good control that could get hot fast," John adds. "This induction cooktop was the way to go. We have no gas in this house so we had to get clever. But when we researched it we were sold. This thing boils water in ninety seconds."

Their individual must-have list goes on and on, and they revel in how well they each recall their concoction for the perfect kitchen.

Outside of the Molnar residence, the ingredients are almost always a little different, yet the indecision and anxiety about "pulling the trigger" is shared by couples everywhere. Every one of them is searching for a sign about the next step. The Molnars were fortunate to

find theirs in the form of a Kitchen Views designer from Berlin, Mass. named Diane Hersey.

John whips up lunch as he speaks, a simple *Pasta Puttanesca* recipe he picked up from his maternal grandfather. He doesn't mention it, but is delighted to show off the speed and efficacy of his new cooktop stove.

"Diane was just what we needed. Because my wife and I are very good in the kitchen. We work together all the time. But we envisioned different spaces because we like different things."

Ingrid adds that Diane was a superb listener, and was able to take in a lot of information to help them create the kitchen they had always wanted.

"It's a wonderful process," Diane explains. "People always know what they want. They just need to be guided with the right sort of questions, and become active in a dialog that is not all that familiar to them."

It is clear that Diane is fluent in the language of design. Her

work is stunning, but the aesthetic of her creations is only a partial tribute. For even in the span of a lunchtime visit, an equal balance of Ingrid's and John's individual personalities is evident in the kitchen's design. It is both slick and precise, earthy and relaxed. It is whimsical and practical, and it works beautifully.

Their contemporary kitchen with high-gloss wine-colored cabinetry by UltraCraft is accompanied by touches of glass, aluminum and stainless steel. The cabinetry in the two-level island is a bird's eye maple look-alike. Countertops on the periphery and the island are both engineered stone. The island's cool blue gray echoes the kitchen's stainless steel, while the warmer tans found in the peripheral counters build a connection between their immediate surroundings and the wooden beams and hardwood throughout the house.

*"My wife and I are very good in the kitchen; we work together all the time. But we envisioned different spaces because we like different things."*

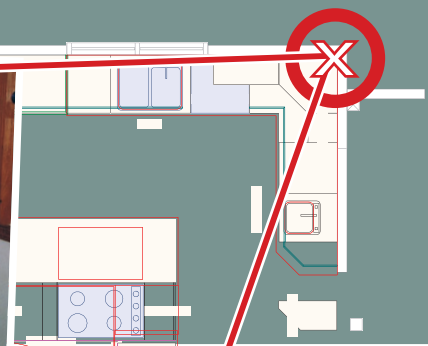




“That’s Diane,” Ingrid says plainly. “I look around and I can see so much of each of us in here, and she made it work.”



[BEFORE]



John continues, “When we were researching kitchens we wanted something unique. We kept getting these people selling us their line... Or this medieval custom millwork. She was the first person who worked to understand that we weren’t like most people and that we wanted something different.” Ingrid adds that in addition to listening, Diane was masterful in creating a kitchen whose workflow intuited their every move. “Excuse me, John. Can I get in there?” she says playfully, recalling their daily dance in a tight, galley kitchen. “The whole thing just flows so well now.”

John lights up, recalling those days when a bad kitchen was made adequate through the goodwill of the cooks who worked in it. Rather than turning wistful, however, he chuckles at his newfound fortune—the pasta’s already done.

From the Molnar’s kitchen emerge two beautiful open rooms, both late additions in the renovation process, each responds to careful design choices in the kitchen space. For the first time this day, the husband and wife are quiet, save for the clang of silverware on porcelain bowls. The afternoon sunlight has found its way into the house and rests like a tired hound beside the wood stove.

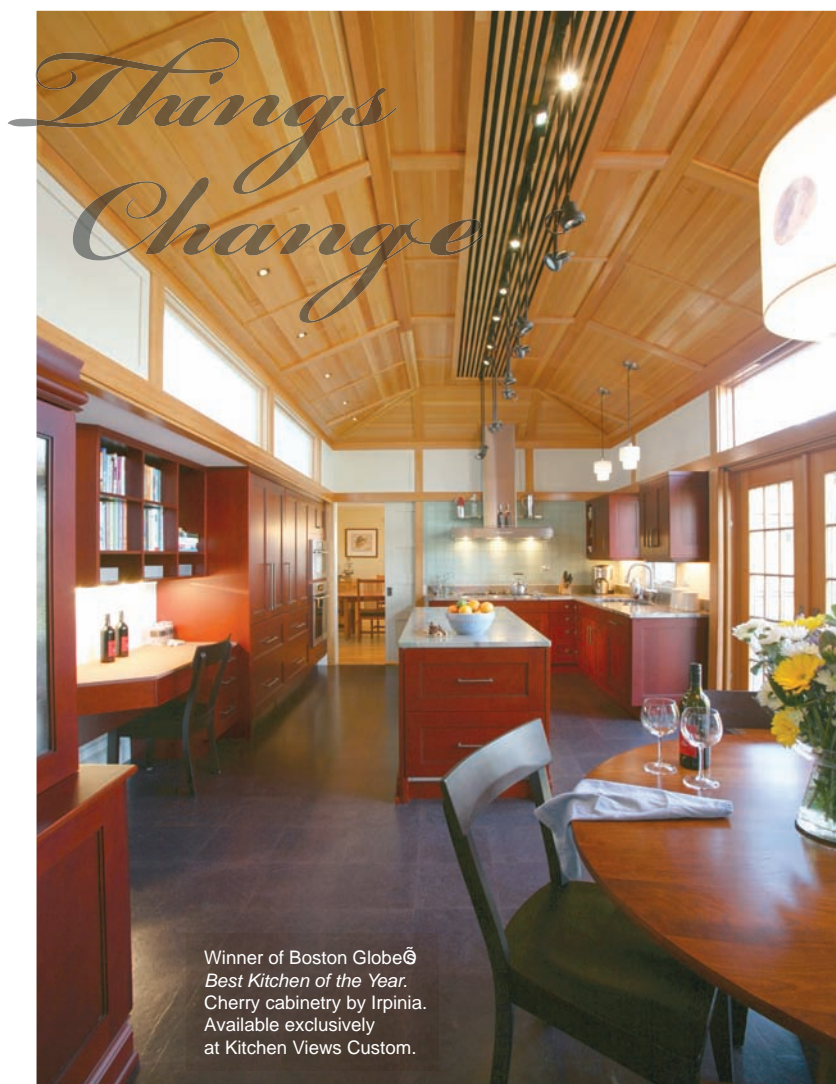
“That was delicious.” Ingrid breaks the silence, swiping the dishes from the counter and loading them into the dishwasher in one move. After several hours talking chemistry and the art of designing the “perfect kitchen,” it is the finality of a quick and simple meal made from scratch that best punctuates a story many years in the making. And like a satisfying meal, it was indeed worth the wait.



**Clockwise from top-left:** John and a family friend in the old kitchen. The Molnar family celebrates the holidays. Plans for the new kitchen; (x) marks the identical corner in before & after images. Detail of new kitchen area (formerly the dining room). Ingrid and John prepare a *Pasta Puttanesca* for lunch. A view of the kitchen from the dining room.







Winner of Boston Globe®  
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Cherry cabinetry by Irpinia.  
Available exclusively  
at Kitchen Views Custom.

## *Things Change.*

**S**uzi Kaitz can remember listening to her husband, Jonathan Katz, read the New York Times review of David Mamet's movie "Things Change". It was 1988, Jonathan had just played the part of a sleazy Vegas comedian in the movie. It was his first film role ever and the review, well, it shocked them both. Jonathan was "a particular standout...whose monologues are so on-target funny that the demands of the

movie seem to be an untimely interruption." Jonathan and Suzi sat there, perched amidst the trees surrounding the third floor

*"I couldn't tell if it was a lousy cell connection or he was whispering from back stage, but I could tell he was panicking."*

of their Newton Victorian home, reading the paragraph over and over, feeling like they could stay up in those clouds forever. And they nearly did as his Emmy award, a Peabody, and Cable Ace awards started filling up the

fireplace mantel.

Fast forward to 1995, when Jonathan called from a Paramount soundstage in California where he had just finished shooting a sitcom episode. "I couldn't tell if it was a lousy cell connection or he was whispering from back stage, but I could tell he was panicking," Suzi recalls. "He said he couldn't walk across the stage for the curtain call and didn't know what to do. His legs just wouldn't take him there. Stage fright? Impossible. Exhaustion? Maybe." But what they learned a few months later was that Multiple Sclerosis was responsible for the bad connection—the vital bridge between his brain and the activity in his legs.

Returning to the familiarity of family and home helped Jonathan and his family to get used to this new presence in their lives, until the many steep winding stairs in their treasured Victorian made it clear that they would have to find an easier, more accommodating place to live. Suzi remembers wistfully, "After 18 years living amidst nooks, crannies and curves of the 1800s, we found ourselves in a 1950s suburban ranch house, with 90 degree angles, low ceilings and lots of shag carpet.

"Not only were we sad to leave

the neighborhood we loved, it was just so hard to call this new house our home," she says.

Despite certain physical limitations, Jonathan continues to perform and travel today. But a future with MS is not



without its share of uncertainty, so their foremost aim in this home renovation was to design a kitchen and a master bath that would enable them to “age in place.” And so began their design challenge: to create a home that was handicap accessible, where the couple could grow old together no matter how Jonathan’s MS progressed.

“It was also critical to have a space that would feel like our home,” she says, “filled with both the seriousness

kitchen, designed by architect Michael Kim and Kitchen Views’ own Barbara Baratz, has a handcrafted ceiling that resembles the inverted hull of a boat. Two transom windows on the interior wall work in tandem with those above the French doors and bring additional light into the kitchen via skylights hidden inside a light well.

The backsplash is sea glass, and the granite is reminiscent of rippled sand after the tide has receded. Elements

*“And so began their design challenge: to create a home that was handicap accessible where the couple could grow old together no matter how Jonathan’s MS progressed.”*

and sense of humor that helps keep us laughing.” And last on their list was to incorporate a taste of the ocean, a place they don’t visit often, but as Suzi points out, one that makes them feel connected to their children, each other and the elements around them.

Kitchens are always central to home-life, but this kitchen plays a part of particular importance in this family narrative, since Suzi is vice president and general manager of National Lumber’s Kitchen Views division. She is also the household cook, “and Jonathan, well, he has not yet perfected the art of boiling water,” she jokes. “Still, we spend many of our waking hours in our kitchen with family and friends—so many in fact that we actually think more of it as a living room.”

“This kitchen has to serve them as well for dinner in twenty years as it did this morning during breakfast,” says their designer, Barbara Baratz. “So we set out to look closely at their current needs, as well as those they could anticipate, and create a fabulous space that would last. If we were honest, and maybe a little bit clever, we’d do just fine.”

And that they did. The new

integrated into the design for greater accessibility include Sub-Zero refrigerator drawers in the island and freezer drawers along the refrigerator wall, a cutting board that pulls out on top of a drawer for increased support so one can sit and chop, and a bank of corner drawers that provide easy access and incredible storage. A desk was included in the space, providing lots of space underneath for a chair or wheelchair, if ever needed.

“You can imagine that I spend a lot of time thinking about kitchens,” Suzi says. “When we began the work on our own, I was quite nervous about doing everything perfectly and using what I knew to create the right room for Jonathan’s and my future. That was very daunting. But in the end, the whole project was no different for me than for those customers I run into every day. I chose the things I first fell in love with and I counted on the professionals I work with to plan the space according to our particular needs. It was a wholly personal experience where my own professional experience had very little to do with the outcome. And it was an experience during which I



The kitchen was designed with many drawers for easy access, including refrigerator drawers in the island (not shown here). The corner drawers above are easy to access from both sides and provide incredible storage. A reinforced pull-out cutting board offers the option of sitting while working in the prep area.



The “Before” photo: the kitchen that came with Suzi’s and Jonathan’s home.



Aging in place I can't tell you how happy I am to call this our home. Every day we feel so fortunate for all that we have and the emotional comfort and physical ease our renovation provides.

was entirely grateful to the people who guided us through."

Suzi's eyes dance from a shard of bright sunlight cutting the countertop, then to the beautifully crafted wooden ceiling, and finally rest upon a vase of fresh cut flowers one would find in her house any day and every day.

"I can't tell you how happy I am to call this our home. Every day we feel so fortunate for all that we have and the emotional comfort and physical ease our renovation provides," she says as her comfortable smile turns into confident resolution. "It seems that everyone has some kind of physical challenge at some point in their lives. While it may be difficult to think about, I believe it's always wise to look forward and plan ahead. | KV |

The bathroom features a highly accessible sink and tub combination.



aging in style



Without compromising on style, this concrete vanity, accompanying seat and cherry cabinetry offer comfort, easy reach into storage cabinets and clearance below the sink for total accessibility. As active members of the National Kitchen and Bath Association (NKBA), all Kitchen Views designers are skilled in universal/accessible design. Concrete vanity on display at **Kitchen Views Custom**.

## Relax...

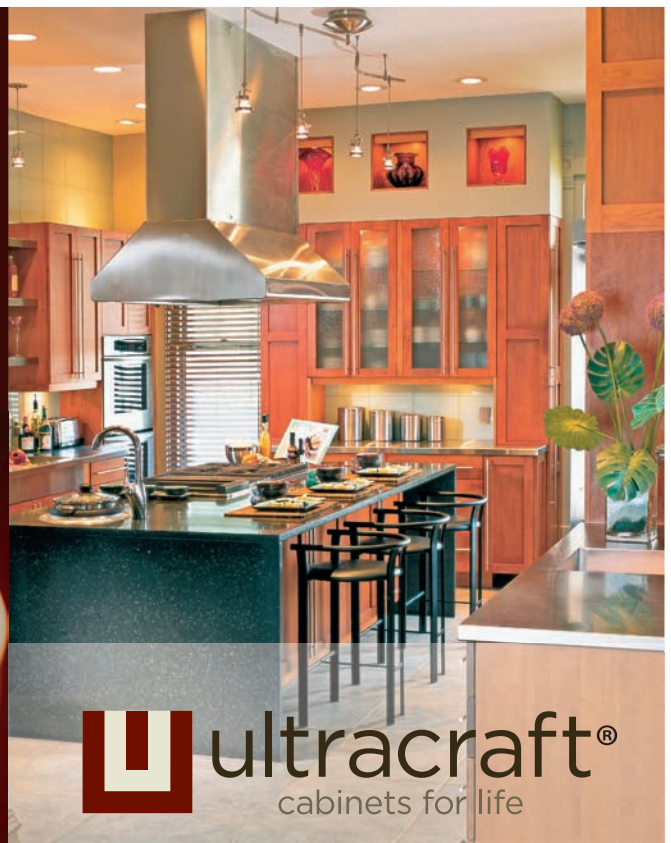
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# GOING GOING GREEN

New green countertop lines are competitively priced and built-to-last. They're also here to stay.

By Janelle Nicole Randazza

**E**co-friendly kitchens are no longer just for die-hard environmentalists or the wealthy elite. Nowadays making responsible and sustainable choices when designing your kitchen is as good for your pocket as it is for the planet. And with an array of products available, going green in your kitchen is easier today than ever.

Designer Jessica Williamson is a strong believer that a green kitchen is not only a smart alternative but one that can bring a great deal of character to a room.

"If I were doing my own kitchen green I would opt for wood countertops. I personally love the bamboo wood; I think it's gorgeous," she says.

According to Williamson, the new greener tops are a throwback to pre-1950s modern design, where natural inconsistencies are a crucial part of the aesthetic.

"I like more natural products; I enjoy their history and uniqueness. Like me, others are beginning to view these organic variations as elements that add

character. In the next five or so years I think we are going to see this trend more and more," she emphasizes.

In recent years, Williamson says, green options have become widely available to homeowners, including paint, countertops, and cabinetry.

"My goal is to always educate customers as much as possible so they can make informed decisions. Green countertops and green kitchen products are without compromise today," she says. "The more a customer knows what is available, the more able they are to really explore their creativity, and if they can do that while contributing to a more sustainable planet, it's a wonderful combination."

Whatever countertop you choose, Williamson says the most

important thing to remember is to pick something you love.

"Liking your kitchen may be alright today, but it's not going to sit well after living with it for a few years. You have to love it." As she points out, there are many terrific choices today to help make that happen.

KV



**Image:** Distressed Black Walnut island by Craft-Art.

A new bar in the Kitchen Views Custom showroom sports a reclaimed redwood countertop, circa 1800.

*"Craft-Art's products are my favorite. You can get reclaimed redwood that came from the Heinz Factory, or chestnut that came from an antique home. This is for someone who really wants history in their countertops."*

-Designer Jessica Williamson



# Kitchen Views

## Green Countertops

**Craft-Art:** Available in more than 20 wood species and construction styles, select Craft-Art counters are made from reclaimed wood, and are installed for Kitchen Views by TWD Surfaces. Durable, waterproof and easy to maintain, these countertops come highly recommended by Jessica Williamson, designer with Kitchen Views Custom in Newton. "They're my favorites. You can get redwood that came from storage barrels in the old Heinz Ketchup factory, or chestnut from an antique home. This is for someone who really wants history in their countertops."



**Ecotop:** The very first recycled, renewable and fully-recyclable countertop material, Ecotop is the successor to the extremely popular PaperStone. Made from 50% pulped bamboo paper fiber and 50% recycled wood, this surface is beautiful, durable and versatile. Right at home in any kitchen—new or old—Ecotop surfaces are easy to install, competitive with most stone, and less expensive than concrete.



**IceStone:** These super-durable surfaces are strong like granite, but less porous, and made from 75% recycled glass and concrete. Ideal for kitchen countertops and backsplashes, IceStone's goal is to produce beautiful materials that rival the strength of quarried stone, while actively reducing waste.



**Vetrazzo:** Vetrazzo takes discarded glass in the way of decommissioned traffic lights, windshields, used bottles and plate glass windows and transforms it into a countertop that is an exquisite work of art. Every panel of Vetrazzo is unique, with 16 color options, including Alehouse Amber with Patina, Bistro Green, Charisma Blue and Firehouse Red. Vetrazzo's artful surfaces are incredibly strong and a joy to live with, now and for a long, long time.



**Concrete:** These countertops are a great alternative to the norm. Similar in price to granite countertops, concrete countertops are made from sand, gravel and other coarse aggregate. They are, however, far more sustainable because of the abundance of these raw materials—most of which can be broken down and reused. But perhaps the most compelling reason to consider concrete is its versatility. It can be colored, mixed with other materials like glass or metal, and is highly malleable, making for endless design possibilities.



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Kitchen Views and National Lumber are proud to promote healthy, sustainable lifestyles by providing a new line of green cabinetry at all of our locations. GreenQuest by Crystal is manufactured by Crystal Cabinetry, a company with a legacy of strong environmental ethics. In addition to displaying Crystal's custom line at our Custom showroom in Newton, we now have an exclusive arrangement with Crystal to design with and sell their more affordable semi-custom line using their green construction and finishes at each of our National Lumber showroom locations.

We recognize that there are a multitude of reasons a client may choose green products; some are interested in healthier indoor air while others are concerned with reducing environmental impact. Green building also can save money due to the efficient use of energy, water and materials. Crystal's GreenQuest offers a multitude of options allowing customers to create their cabinetry by choosing green materials and features that are especially important to them and their projects. GreenQuest earns all of the available points for most green building ratings systems including LEED and the National Green Building Standard.

**Above:** GreenQuest cabinetry with Green-core construction boxwork and Greenfield door style finished in Umber flat sheen stain on Lyptus. GreenQuest cabinetry with Green-core Plus boxwork and Manhattan door style with bamboo and carbonized bamboo veneers.





Designed by Jeane Swemba-Kest  
Photography: Giovanni Photography

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AT A  
GLANCE

# KITCHEN VIEWS showrooms

Unlike most companies that have nearly identical showrooms in multiple locations, Kitchen Views boasts six unique showrooms in Massachusetts and one in New Hampshire.

G

F

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## Kitchen Views Custom

### A 64 Needham Street, NEWTON

Specializing in both high-end semi-custom and custom cabinetry for all rooms in the home, this boutique-style showroom features a complement of styles and materials, including a new line of Green<sup>o</sup> custom cabinetry and a wide array of eco-friendly countertops.

## Kitchen Views at National Lumber

### B 15 Needham Street, NEWTON

The veteran designers at this recently renovated Kitchen Views location housed in National Lumber's iconic Newton store, have designed and sold kitchens and baths on nearly every block in Greater Boston. Between our two adjacent Kitchen Views showrooms, a visit to Needham Street provides an opportunity to see cabinetry from the extremely economical to the most exotic.

### C 71 Maple Street, MANSFIELD

Located on the ground floor of National Lumber's headquarters, this 4000 sq. ft. showroom has 16 displays of semi-custom and standard cabinetry. From the new mudroom to the entertainment center, the showroom is sure to ignite your creative impulse with cabinet options galore.

### D 25 Central Street, BERLIN

Housed on the first floor of Grandma Coldwell's home in the rolling hills of Central Mass., our eclectic Berlin showroom will inspire and surprise. The experienced design team is ready for any challenge at every price.

### E 120 Welby Road, NEW BEDFORD

New Bedford's Kitchen Views showroom is located next to National Lumber's state-of-the-art Reliable Truss and Components facility. Our New Bedford design team covers a broad territory (from the Cape to the Islands and beyond) and specializes in making the semi-custom look fully custom. That's value-added to the discerning builder.

### F 33 Mason Street, SALEM

With years of experience working with builders and contractors, the Salem team (located in National Lumber's oldest store) is able to visit a construction site in short notice, and provide fine design and a wide variety of economical options to developers and property owners alike.

### G 112 High Street, BOSCAWEN, New Hampshire

Our newest Kitchen Views showroom, the must-see Boscawen location is just 15 minutes north of Concord. Covering a broad range of selections and displays, Kitchen Views is excited to build relationships with new builders, contractors, and homeowners in communities throughout Northern New England.



Images: (A) Kitchen Views Custom. Renewable, recycled, and recyclable materials were used throughout this custom kitchen with cabinetry by Irpinia. (C) Kitchen Views at National Lumber in Mansfield. A stylish mudroom with cherry cabinetry by Homecrest provides seating and a variety of storage options. (D) Kitchen Views at National Lumber in Berlin. This traditionally designed island features cabinetry in an edged black finish by Greenfield.





# SINGLE

# CHALLENGE

This unique circular wood hood, exclusively designed by Kitchen Views Custom and fabricated by Irpinia, graces a contemporary kitchen featuring exotic wood doors with glass and aluminum accents. "If we can draw it (and we can!) you can have it in your home," says showroom manager Deb Bishop, CKD. \$\$\$



On display at Kitchen Views at National Lumber showrooms in Newton, Berlin and New Bedford, this hearth-style hood by Schrock Cabinetry creates a custom country look. Featuring Schrock's Brantley door in maple with whiskey black glaze and black corbels, the mantle's optional drop-down spice pull-outs flank each side of the slide-in range. \$\$

"You get one shot to vent. Do it right," says Dennis MacDonald of Yale Appliance. This modern industrial hood is constructed of glass and stainless steel, and features dual-centrifugal fans that move air quickly and quietly (up to 600 cubic feet per minute). Best of all, this hood is sold at a price that's tough to beat. \$



Antique white paint and a coffee glaze, stacked mouldings and a coffered ceiling, make this elegant mantel hood the focal point of this fabulous kitchen designed by the team at Kitchen Views Custom. In scale with a complementary 12 ft. island, the hood provides proper ventilation for the professional cook-top used by a busy family of six. \$\$\$



# 4 FOUR SOLUTIONS

by Chad Carlberg

Not all range hoods are created equal. Some look spectacular while offering little more utilitarian functionality than the whir of a fan. Others could devour the smoke from a wood-fire barbecue and eat the room's decor as well. And in between, there are myriad options that make choosing the right one more difficult than you'd expect. Designer Diane Hersey of Kitchen Views and Dennis MacDonald of Yale Appliance offer tips to educate and inspire, helping you to identify your taste and need, so the range hood you live with is the one you love.

"Whether or not people want it to be, the hood ends up as a centerpiece," says Diane. "Your choice for form or function depends entirely upon what you want to get out of it. Some people like a hardy industrial hood, others only care about the aesthetic and others don't care one way or the other.

As designers, Hersey says they're not only called upon to help create spaces that are beautiful, they need to do so within the framework of how each kitchen will work for each individual customer.

"Believe me, no two customers are exactly the same," she says.

When asked if it is important to own a range hood Diane points out that the average

home without proper ventilation accumulates significant kitchen grease in the rugs and fabric.

"With open floor plans being so popular today, it's more important than ever to have proper ventilation and smart design planning," says MacDonald. He adds that when you only have one shot, it's wise to do it right.

"Silly as it may seem, the cost difference between a range hood with minimal ventilation and one with a powerful fan pulling plenty of air could be the difference between liking your kitchen and really loving it," says Dennis. For most homeowners, a range hood that draws 600-900 Cubic Feet per Minute (CFM) would be sufficient. Some may get away with an over-the-range microwave hood, or a low-cost, low-intake hood (250-400

CFM), but if you're a cook whose "dine-in" menu includes more than mac 'n cheese or microwave popcorn, selecting the right range hood with a complementary design will keep you from venting frustration in the long-run.

| KV |



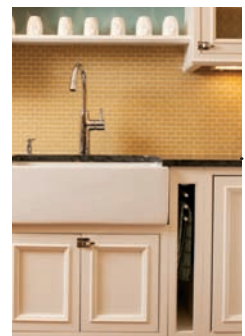
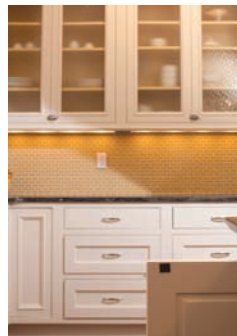
With 33 years in the building industry and certification in interior design, designer Diane Hersey has been with Kitchen Views at National Lumber in Berlin since its opening in 2006.



People often comment that kitchens in showrooms are a lot different from *real* working kitchens in real homes. This showroom kitchen (used by our designers every day) is proof they don't have to be. These seven hidden design elements are great ways for turning a working kitchen into a dream kitchen—whether you're expecting guests or not.

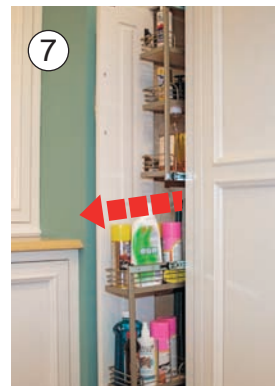
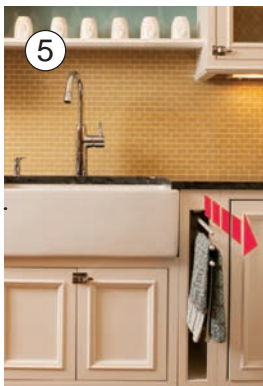
## 7 design gems

1. Pet food storage. A low-lying compartment for those heavy dog food bags. Plus, a decorative see-through pullout for treats.
2. No more fumbling for microwave safe dishes or microwavable food, this microwave station was designed with drawers on the side to ensure easy access and quick meals.
3. Baking made simple! The mixer is stored inside a cabinet. Just pull the handle and the already powered appliance locks at counter-height for easy mixing.
4. No more pans sliding off of your shelves or getting stuck in an under-the-range drawer. These new vertical drawers have plenty of room for baking sheets, cutting boards and the like.
5. Keep dish towels where you want them. This slide-out towel rack keeps your towels dry and easily accessible.
6. Like the idea of your microwave being something other than your kitchen's centerpiece but don't want to get on your hands and knees just to heat up some soup? New drawer-style microwaves and practical surrounding cabinets make microwaving easy and attractive.
7. This vertical cabinet with stainless steel pull-outs keeps regularly-accessed tall and narrow items stowed where you can see and reach them easily.



# Hidden Treasures

Cabinetry by Greenfield, a Kitchen Views-exclusive doorstyle in a Cameo finish; Black Cosmos granite; Hardware by Merit and Top Knobs. Each of the hidden treasures described here can be found in the Kitchen Views Custom showroom's "working" kitchen, featured below.





Designer Harry Mangsen (left) and Builder Greg Burrill outside WGB Homes' Brookmeadow Village model home in South Grafton.

## IN GENERAL

**I**t was late  
on a Friday  
afternoon when

Harry Mangsen received a call from the cabinet manufacturer's representative with news that a replacement cabinet for WGB Homes that had originally been damaged in shipment was on its way and would be delivered on Tuesday or Wednesday of the following week. With the house closing scheduled for that Monday, Mangsen knew he needed to act quickly.

"Had it all happened before the weekend, I might have been able to ask the manufacturer to do something about it," he recalled. "But when it comes to customers, you can't just settle for better luck next time. You have to fix problems when they arise."

With that, Mangsen cleared his schedule, hopped in a Kitchen Views truck and set out to intercept the cabinets at a freight hub in Connecticut and drive them back to Brookmeadow Village.

William G. "Greg" Burrill, founder and president of WGB Homes, remembers the episode well.

"In a day and in an age when quality customer service has been replaced with automated and technology driven solutions, it is comforting to know that if a question or a problem arises I can still pick up the phone and call Harry. His devotion to Kitchen Views and supporting his customers is what sets him apart."

Mangsen adds that it helps to work for a company that supports its designers in trying to mitigate trouble, and one that has grown its reputation by setting realistic expectations for customers and delivering on them with relentless consistency.

Mangsen and Burrill both say the business partnership they've built over the last decade has been outstanding.

"There are many details that are involved in building a multi-home project," says Mangsen. "It's my job as the designer to make sure all of those details are addressed and any problems that may arise are attended to immediately."

The people who run WGB Homes, a family business operated out of Mendon, Mass. for the past 38 years, know success is all about building and maintaining relationships in a competitive, ever-changing industry.

"We build neighborhoods; it's important for us to have a positive reputation throughout the community," says Erica Burrill, who came to work for the family business after two years in sales and marketing with the New England Patriots.

Over the nearly four decades WGB Homes has been in business, kitchens have evolved to be central focuses of homes — going from practical basics to fashion-forward showpieces that are as much of a reflection of their owners' tastes and personalities as anything else inside the home.

"The kitchen is the focal point of the house. Harry has helped us incorporate the needs and wants of the customers while keeping in their price range, and this takes a great deal of skill and creativity," Greg Burrill says. Mangsen says it's all about the personal touch — no small feat when working with a company that has built over 25





## IT'S ALL IN THE DETAILS

A developer and his go-to designer reveal their secret to a highly successful ten-year business relationship.

### Janelle Nicole Randazza

neighborhoods in Central Massachusetts and the Metro-West communities outside Boston.

“We can do about 95 percent of what even the most high-end customer is looking for, but can deliver our product at a fraction of the cost of a lot of boutique designers,” he adds.

WGB Homes offers nine different models at their newest site, Brookmeadow Village, a single family, Energy Star Neighborhood in South Grafton, Mass. The company is committed to making changes to plans that many other builders aren't willing to make in order to create dream homes for their clients.

*(Continued on page 19)*

*“There are a lot of things that can actually go wrong on a large multi-home project,” admits Harry. “It’s my job as the designer to minimize those problems and to take care of them as they arise.”*

“In the past, cabinets were simple designs. But now they are an important focus in the kitchen and in every project we do. As kitchens have become more valued, Harry’s been central in getting what the customer wants,” says Greg’s brother, Steve.

Kitchen Views General Manager Suzi Kaitz cites WGB as a key link in the creation of Kitchen Views at National Lumber.

“No matter what kind of home you’re building, the people building that home have a lumberyard where they do business,” says Kaitz. “As value added to business partners like WGB Homes we opened Kitchen Views at National Lumber and Kitchen Views Custom so builders and their customers could experience kitchen design in a more home-like showroom environment.”



**Above:** Harry Mangsen with Vanessa (left) and Erica Burrill review plans for a prospective home buyer.



# IT'S ALL IN THE DETAILS

(Continued from previous page)

*“People are willing to spend much more money on the kitchen to customize it than they will for other areas of the home. That says how important it is to the customer.”*

“People are willing to spend much more money on the kitchen to customize it than they will for other areas of the home. That says how important it is to the customer,” Steve Burrill notes.

Erica Burrill adds, “The relationship that has developed between Kitchen Views and WGB Homes over the years is key in providing functional, spacious and luxurious kitchen and bathroom layouts for customers at an affordable price.”

In an environment where customers are looking for unique designs and upgrades. Harry makes us feel comfortable that we can accommodate anyone,” she says.

“With him, we’ve never had to turn away a buyer because we don’t have the exact kitchen or bathroom layout they are looking for. Harry and the team at Kitchen Views work closely with our company to design a plan that is specialized to meet the needs of each of the customers we work with,” she said.

WGB’s relationship with Kitchen Views and Harry

has helped WGB stay on time and on budget.

“I think the reason we work so well together is that we have a shared interest in satisfying our customers, and we understand the importance of value,” says Vanessa Burrill, who came to work for the family business after graduating from Babson College almost three years ago.

“Value is important. It’s about integrity. It’s aiming to deliver the highest possible quality at the lowest possible price, and never deviating from that mission” says Greg Burrill.



**Harry Mangsen** began working in lumberyards at age 15. In 1984, he designed his first kitchen and soon became one of the first to design using a computer. Harry’s work can be seen in subdivisions throughout Central Massachusetts.



**Above:** The model home at Brookmeadow Village displays an upgraded gourmet kitchen. Standard options are displayed in a selection showroom on the lower level of the model home. Cabinetry by Schrock; door style, Brantley Maple Square; finish is Amaretto Creme; countertop is Black Impala Granite; hardware is by Amerock.



## Balancing Style With Function

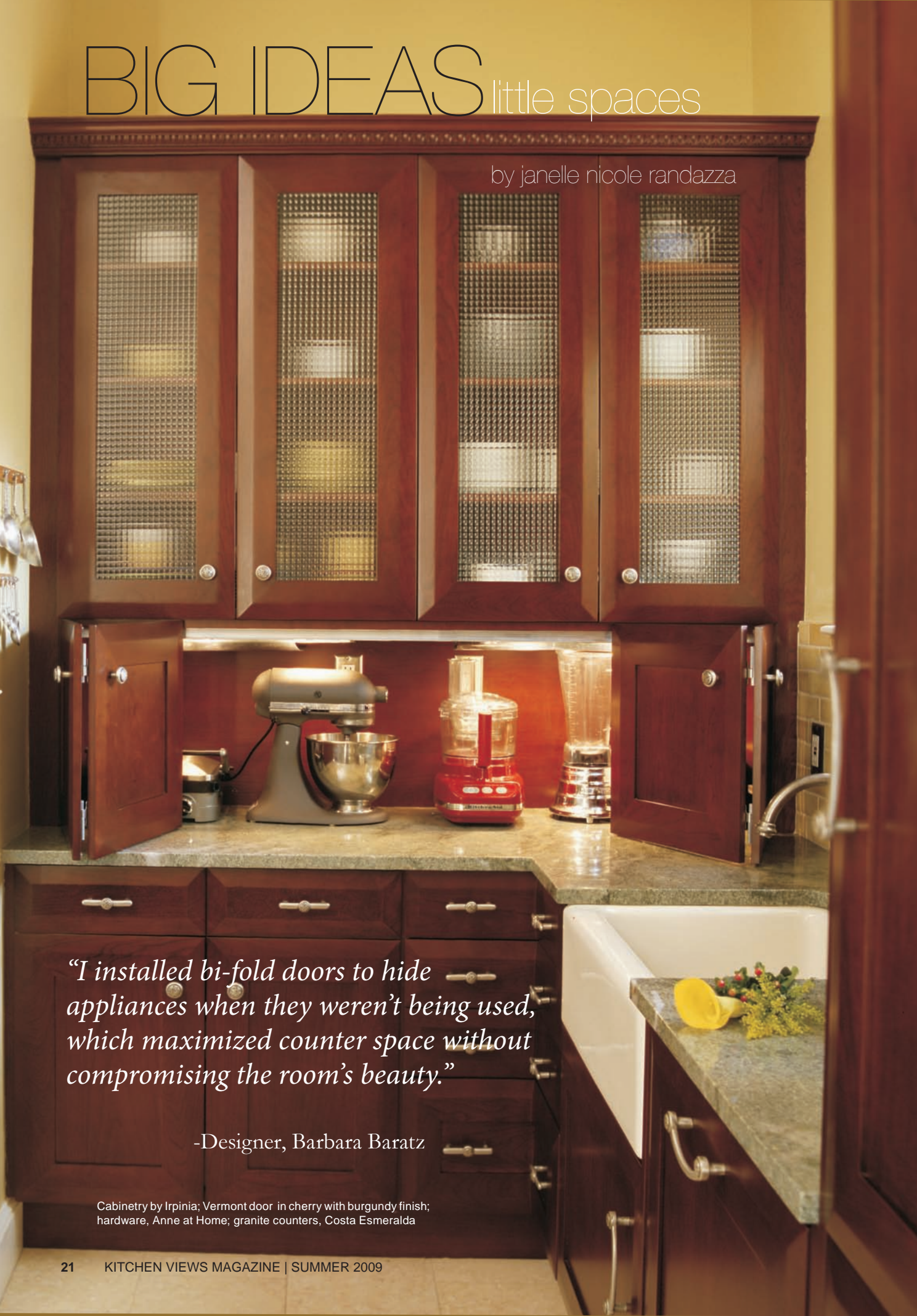
HomeCrest®, Schrock® and Omega® provide an array of modifications to satisfy consumers truly seeking individuality. Our furniture quality cabinetry with top fashion door styles provides innovative organization solutions for every day use.





# BIG IDEAS little spaces

by janelle nicole randazza



*"I installed bi-fold doors to hide appliances when they weren't being used, which maximized counter space without compromising the room's beauty."*

-Designer, Barbara Baratz

Cabinetry by Irpinia; Vermont door in cherry with burgundy finish; hardware, Anne at Home; granite counters, Costa Esmeralda

With clever design and proper planning, making a small kitchen work like a big one might be easier than you think.

When Kitchen Views Custom designer Barbara Baratz found her dream condo, its kitchen was isolated, dated and inadequate. This was, as she put it, perfect; Barbara would never have been satisfied with someone else's vision for her kitchen space.

"I love to cook, so I needed something really functional but also really beautiful, and I needed it to fit in an incredibly small space," says Baratz.

Baratz didn't have a whole lot of room to work with in her 1,500 square foot condo, so her course of action was to renovate her space, without altering the size of the adjoining rooms.

"I really couldn't take square footage from any other room, so I had to get creative with the available area," she says.

The first step was to take down the wall

between the kitchen and the dining room to let more light in and improve the flow between the 9 x 9 kitchen nook and the rest of the condo.

"It made such a difference," says Baratz. "In one fell swoop I got a view of the dining room to the sunroom to the deck to my beautiful green yard. It opened up all the spaces."

Since taking down the wall between the kitchen and dining room would increase the room's traffic and exposure, it was important to Baratz to find every opportunity to

improve the room's efficiency and organization without compromising style or space.

"Small kitchens usually mean

cluttered kitchens; I wanted mine to look very neat," said Baratz. "I installed bi-fold doors to hide appliances when they weren't being used, which maximized counter space without compromising the room's beauty."

Baratz also wanted to ensure a feeling of continuity from the dining room to the kitchen, and did so by paneling the refrigerator to match the cabinetry, making it appear more like a piece of furniture than cold storage for food.

"I wanted the refrigerator to fit the scale of the room. My goal was not to hide the kitchen but to make the kitchen look like furniture so that when I was entertaining in the open space, it didn't feel like we were stuck in the kitchen," she says.

What she created was a warm and welcoming kitchen nook and dining room combination that reflects a metropolitan style that is current without being overtly modern.

"It's stylish, yet cozy," she says. A perfect hearth to her urban home.

| KV |

*"I really couldn't take square footage from any other room, so I had to get creative with the space I had."*







**Above:** Semi-custom and custom cabinetry by Dynasty/Omega; Double stacked cabinets, in Maple with an Oyster painted finish, dramatically increased the kitchen's storage capacity. (A) The eyesore Laura Kay was able to see past. (B) Laura Kay, expecting baby number four, and her three sons in their renovated kitchen. (C) Plans for a new beginning.

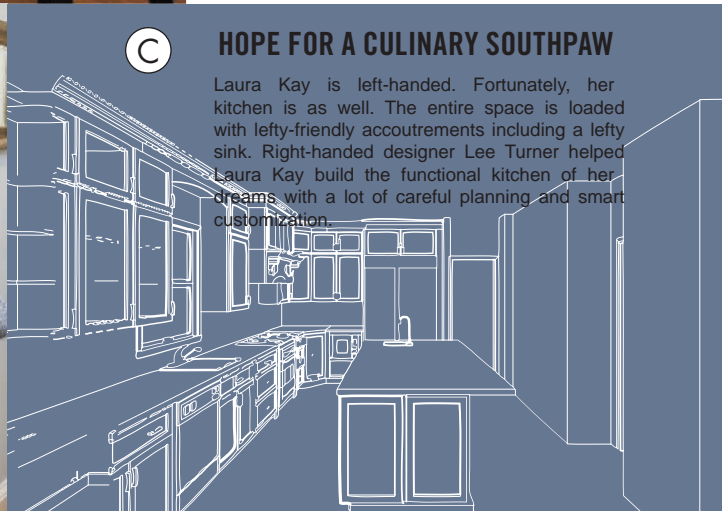


# A Family Affair

A Newton mom teams up with designer Lee Turner to create this family friendly kitchen showpiece.

When Laura Kay Hughes turned to their Realtor and said, “We’ll take it,” her husband thought she had lost her mind. But Laura Kay was certain the old home’s sundry remnants of a bygone era in interior decorating (especially the kitchen) were clouding his vision. Laura Kay loved the house, its neighborhood and community, and she would not be deterred by the obstacles they faced. In fact, the young mother of three was so committed to making her new home special that she was shopping for appliances just five days after the birth of their third son.

Laura Kay and KV designer Lee Turner worked together on the project and with each design iteration—there were six in all—the Texas native grew increasingly confident with her choices and creativity. Just a few short months later, the house Laura Kay believed in became the home that she had worked so hard to create; and its gorgeous kitchen stood at the center of its renewal.



## HOPE FOR A CULINARY SOUTHPAW

Laura Kay is left-handed. Fortunately, her kitchen is as well. The entire space is loaded with lefty-friendly accoutrements including a lefty sink. Right-handed designer Lee Turner helped Laura Kay build the functional kitchen of her dreams with a lot of careful planning and smart customization.





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Shown: Montgomery Door | Victorian Finish





Designer Lee Turner discusses her love of design, the customers who make her happy, and why she's still getting better after so many years in the business.

# DESIGN WISE

with  
Lee Turner

**KV: What is the simplest way to describe what you do with a customer?**

LT: First I want to figure out the logistics of the project; what the person wants, needs, space issues, etc. Then I add the decorative elements, such as glass doors, double-stacked cabinets, a lovely island. If you have high ceilings, we can take your cabinets higher and incorporate decorative moulding. And naturally, the homeowner always has great ideas to incorporate into the kitchen.

**KV: Is it that simple?**

LT: If it were that simple, I wouldn't be here. I'd have gotten bored ten years ago. I've been here for almost sixteen years.

**KV: What in those years have you learned?**

LT: Whoa. That's a long time to think back. [laugh] Honestly, I have learned a ton. I learn new things every single day. But if I could choose something that really matters, I would say learning to listen to a customer and to truly know what it is that they want is the greatest skill a designer can have. I'll walk into a home and immediately see what I think would be perfect. And 90% of the time I'm right. But no two customers are the same. The longer I work in this business, the more I keep my mouth shut and listen. The best designers are ones who can help the customer

discover their *own* taste and creativity in the process.

**KV: What is the best part of designing a kitchen?**

LT: Working one on one with a customer. If I'm by myself and do ten designs and they nix them all, they can't really understand the design evolution. When we work together and they find out what's doable in the space, that's when they really become inspired. And it's exciting to see.

**KV: What is the most rewarding?**

LT: No question; When I get to work with people who have dragged their heels for sometimes ten years or more—people who just can't pull the trigger because of cost, or fear of change, or fear of having their house torn apart—and watch them totally

transform and become excited about their very own home project. That's absolutely it for me. That's the most rewarding part of the work.

That's when I drive home with a smile on my face and say to myself, 'Boy, I have *some* job.' | KV |

**Lee Turner's designs** have garnered several awards during the 16 years she's been working with homeowners and builders at the Kitchen Views at National Lumber in Newton. In 2006, Lee's design won "Best Kitchen Design" by the National Association of the Remodeling Industry. The following year, she designed both the kitchen and baths in the home that won the COTY award for "Best Whole House Remodel."



# THE GIFT

*After 14 years of making due and multiple rounds of replaced appliances, Henry Goodrow's and Neil Leonard's Beacon Hill kitchen got a much-needed revival.*

**Below:** Henry Goodrow and Neil Leonard standing at their kitchen bar. Detail of decorative tea lights — a gift from designer Barbara Baratz. **Opposite:** the two-tiered island separating the kitchen from the living room. Designer Barbara Baratz.

*by Janelle Nicole Randazza*





**G**ood things come to those who wait. In the case of Neil Leonard and Henry Goodrow the wait was 14 years for the kitchen of their dreams.

When marketing executive Neil Leonard and non-profit development officer Henry Goodrow bought their Beacon Hill condo 14 years ago they moved into a stunning 1300-square foot row house, sitting in a dream location—just steps from the Boston Public Garden.

While the couple loved the bay windows and crown moulding in their condo, as well as its proximity to Boston's best restaurants and art galleries, the outdated kitchen was the bane of their beautiful new home.

"The kitchen was so eighties we just couldn't get past it, so we kept putting it off," says Leonard. "We knew we needed to do something drastic—it was like complete inertia kept us from doing anything about the kitchen."

According to Neil's sister Dee O'Leary, the "inertia" Leonard described went on for far too long. After watching her brother and his partner use their kitchen as little more than a storage space for over a decade, she decided it was time to put on her caring kid sister hat and step into action.

Dee had a friend who recently had her kitchen remodeled by Barbara Baratz, a designer at Kitchen Views Custom in Newton, to excellent results.

"She was really impressed with Barbara, so she went to the Newton store to see if she could get

us a gift certificate," says Leonard. Kitchen Views helped her to develop a gift package and for Christmas 2007, Dee presented Neil and Henry with the gift of renovation, which came in the form of a small KV gift certificate and included a consultation with Baratz.

Despite having all they could need at their fingertips, it still took the men almost a year to get in touch with the award-winning designer.

"I don't know why... It's like we were paralyzed," said Leonard.

But Baratz says she knows exactly what took them 14 years to tackle their kitchen. The art-collecting couple were actively avoiding their kitchen.

"Neither one of us are big cooks, so I don't think we were able to visualize how we could bring our love of art and design into the kitchen," says Leonard.

Baratz describes the rest of the home as a stunning blend of classic and modern, accented by Leonard's and Goodrow's impressive fine art collection and eye for color.

"On a scale of one to ten the rest of the house was a twelve, but the kitchen was desperate! It was like a dead zone in the house and it needed resuscitation. The kitchen needed CPR," says Baratz.

A fervent art collector herself, Baratz was able to immediately visualize how to bring the colors and aesthetics from the rest of the home into the languishing hearth.

"I basically looked at their gorgeous living room and began to develop a theme that would bring that

*(Continued on page 29)*







point of view into the kitchen,” says Baratz. “The rest of their home was so beautiful and I knew so much about them from their other choices. Putting the pieces together for the kitchen was easy.”

The first step was cutting down the massive 9-foot curved wall that separated the kitchen from the rest of the home, creating an instant countertop.

“The wall was truly stunning, but it turned the kitchen into a cave. This helped open things up,” says Baratz.

After the wall came down, Leonard says, he was finally

able to see how the kitchen and the rest of the home could complement each other, rather than do battle.

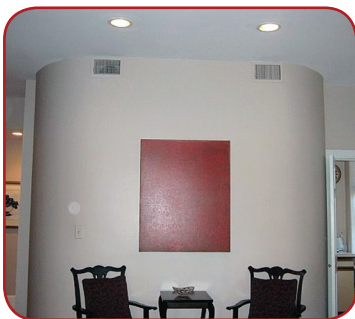
“Almost immediately, I could see how Barbara wanted to bring things together,” he says.

Baratz then sat with Leonard and Goodrow to develop a color palette that would complement without mimicking the rest of the home.

“We wanted to create that line of demarcation between the living room and the kitchen, but we also wanted to build continuity,” she said.

### 10.1.07

Behind this wall lived the old kitchen. For the new one to emerge, the wall had to go.



**START**

### 12.7.07

The cabinets come down and the fun begins. “Get used to eating out of a portable fridge and a microwave,” says Barbara.



### 2.1.08

The top half of the rounded wall came down, and its imprint remained as the foundation for the bar.



In the end, Baratz and her clients selected a color scheme that she describes as contemporary-sexy.

“They’ve both said they aren’t much for cooking... But they still wanted to create that warmth and sensuality in their kitchen and we did *that* with color,” she says.

Baratz pulled from reds and tans in the living room’s color scheme, and combined them with black and metallic tones to create contrast. Each base color was represented in a mosaic backsplash seen throughout the kitchen.

“From there, we knew what cabinets would go well with the living room. They have very good taste,” says Baratz.

After Leonard and Goodrow had their color palette selected, Baratz went on to help them choose cabinetry that would bind the now open floor plan. They selected quarter sawn oak cabinets in an espresso stain, which picked up the dark tones in the mosaic backsplash and echoed the dark wood furniture in the adjacent living room.

“The quarter sawn cabinets really brought depth to the whole project. The cut creates a unique pattern and takes the stain very nicely. Quarter sawn is actually an arts and crafts aesthetic, but there was nothing arts and crafts about it here. In Neil and Henry’s home it just radiated elegance,” says Baratz.

While the pair had little to say about appliance choices, Baratz strongly recommended a Sub-Zero 700 refrigerator, which allowed them to perfectly imitate the stunning cabinetry with identical paneling.

“It really was the right choice; it tied the whole floor together. The refrigerator looked like another piece of furniture and it worked perfectly,” said Leonard.

The final touch was finding the right countertop for the now half-wall. A space that had once been the fortification that closed off the kitchen from the rest of

the home would help to define it as a showpiece.

“It was like the Berlin wall came down. We needed it to be beautiful. It was symbolic somehow,” said Barbara.

Baratz helped them to select a clean, glossy black granite countertop, that pulled together the metallics in the backsplash and the dark, textured wood of the cabinets.

“When you take a black granite like that on a curved wall you make the wall do the magic,” she says.

And magic it was. For over a decade the home was mostly quiet. But in the short time since Henry and Leonard finished the kitchen, the pair has enjoyed a newfound love for entertaining.

“One of our friends called it the best bar on Beacon Hill,” claims Leonard. “And you know something else? I even look forward to cooking now.”



*Barbara Baratz has worked as a designer for some twenty years. Her resume is evidence of an unusual breadth of expertise, revealing a history in architectural, residential and office space planning and more recently within the building industry with Kitchen Views. Barbara is also responsible for several of the exquisite designs in this issue of KV magazine.*

**Opposite top:** Newly renovated kitchen with cabinetry by DeWils, and quartersawn oak with espresso stain; countertop, polished absolute black granite.

### 2.15.08

The new kitchen begins to come into view as the DeWils cabinetry is installed.



### 3.1.08

With the wall down, the counters installed and the basics in place, it's only a matter of time and detail before the job is complete.



### 3.15.08

Voila!



**FINISH**



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