

THE OPEN BOOK

• BOATHOUSES •

Eliminate the mystery of boathouse construction

A custom boathouse is the ultimate investment in the waterfront lifestyle. These structures are far more than a place to park the boats; today, they serve as sophisticated entertainment hubs, private guest retreats, and seamless indoor-outdoor lounges.

But because waterfront construction takes place directly over the water and within highly regulated ecosystems, it introduces a unique set of logistical anxieties for the homeowner. Property owners worry about being left in the dark during critical phases of construction, feeling disconnected from the shoreline while living and working many hours away, or facing unexpected financial

surprises when the project concludes.

“We understand that exceptional craftsmanship is only part of the equation,” says Steve MacDonald, owner of Patty Mac Building Services. “True luxury requires complete transparency. It helps turn what could feel like an unpredictable process into a collaborative, stress-free partnership.”

A digital window onto the shoreline

To bridge the geographic gap for clients who are outside Muskoka, Patty Mac uses BuilderTrend, a comprehensive, cloud-based project management platform. The moment a project breaks ground – or the moment the first cribs or piles are secured

into the lakebed – clients receive 24/7 access to a private online portal.

“This platform essentially functions as a real-time digital window onto the waterfront,” Steve explains. “Through the portal, future boathouse owners can log in at any hour from their smartphone, tablet, or computer to see detailed progress timelines and examine daily site logs.”

Crucially, the construction crew uploads fresh, high-resolution progress photographs directly from the job site every day. Whether the team is pouring concrete footings along a sensitive shoreline, framing out a sprawling second-story guest suite, or installing complex roll-up glass doors, the

client can see the evolution of the craftsmanship step by step.

This continuous visual documentation provides immense peace of mind, transforming an abstract construction schedule into a visible, reassuring reality.

Structuring the weekly conversation

While having round-the-clock access to digital data is invaluable, the company firmly believes that technology should enhance, rather than replace, human connection. To maintain a clear and predictable momentum, Patty Mac anchors its client relations in a weekly update call.

This consistent conversational rhythm ensures that

homeowners are never left wondering about the status of their investment. During these structured updates, project managers walk clients through the subtle nuances of the current phase, outline upcoming milestones, and systematically organize pending decisions.

Of course, building on the water frequently demands agility; shifting ice conditions, unexpected environmental factors, or sudden variations in water levels can require minor technical adjustments on the fly.

If a complex condition arises on-site, the team introduces additional communication immediately. By addressing variables in real time, questions

are resolved collaboratively long before they can morph into costly delays or misunderstandings.

Absolute budget control and visibility

Perhaps the most critical benefit of this transparent digital framework is how Patty Mac manages adjustments, client selections, and change orders. In a custom building project, modifications to the original plan can be a source of friction and anxiety for consumers. Patty Mac eliminates this guesswork by integrating all financial tracking and project modifications directly into the live online system.

If a client decides to upgrade an interior finish, expand a rooftop games room, or

integrate a more advanced audio-visual system, every single adjustment is itemized, priced, and processed through the portal. Clients are guided through the logistical and financial implications of each decision, giving them absolute visibility and final sign-off authority before any new work begins on the water.

“We give our clients a clean, completely organized platform to stay informed and manage their choices,” says Steve. “They always know exactly what is happening on-site, and they retain total control of their budget.”

Partnerships built to last

By providing clear, systematic data and consistent personal touchpoints, the firm ensures that the journey of creating

a multi-functional waterfront retreat is entirely predictable. Homeowners are liberated from the administrative stress of the build, allowing them to focus on the genuine excitement of their project.

Ultimately, this commitment to open communication ensures that when the project is handed over, the client’s experience of the build process is just as exceptional as the first, perfect summer evening spent sitting out on their new lakeside deck.

In our next issue, we will take a closer look at how this highly coordinated approach translates to the physical shoreline, exploring the unique engineering and timeless styling behind some of Patty Mac’s most striking waterfront completions. 



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Scan to see what superb waterfront craftsmanship looks like



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