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HOME SERVICES SHOP CELEBRATES 10TH ANNIVERSARY

**Westchester's premier handyman service, a locally owned business,
services residential and commercial customers across the county**

PLEASANTVILLE, NY (April 2011)—With a decade of experience repairing and maintaining local homes and businesses, Home Services Shop will be 10 years old on May 19. President and Founder Michael Gilfeather says, “In completing 30,000 jobs, we have forged relationships with 4,000 customers across Westchester.”

Gilfeather, a banker and longtime Pleasantville resident, saw the need for the business years ago. The father of three and active in many community organizations, he had little time to take care of all those small jobs around the house. “We all have a list of maintenance and repair work that needs to be done,” he says. “But who has the time, energy, tools, and know-how to do it all? With this in mind, I opened the shop and staffed it with a group of experienced, professionals with multiple skills. We take care of everything—quickly, efficiently and professionally.”

With Home Services Shop, there is no need to hire a different specialized contractor for each kind of task. Gilfeather continues: “We work in homes and businesses, performing any sort of small job you can imagine—from power-washing to painting, faucets to furniture, tiles to toilets. We are licensed, bonded, and insured, and all HSS technicians have passed a rigorous background check.”

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BANKING ON HOME MAINTENANCE AND REPAIRS

Gilfeather's vision of Home Services Shop was based on his two decades of experience in banking. "The business is built completely around the customer," he says. "What that means is that we always treat clients with respect. Our technicians are hired as much for their customer service skills as their technical skills. They arrive on time and with all the necessary materials. They complete the job correctly and efficiently, and they clean up when they're done."

Home Services Shop Vice President Kurt McKinney, also a Pleasantville resident, adds: "When you work with us, you work with a whole company. Someone is always here to answer the phone and take care of your questions. I visit the job site to analyze the work to be done, give an estimate, and answer questions, and I follow up as the job is being done, and after. We are in constant communication so that the customer will have no surprises, only good service. There are no surprises. For example, if we are hired for painting and discover wood rot, I'll be in touch immediately and work with the technician and client to make sure that the job is done to his or her satisfaction." This service-based approach—with a focus on reliability and responsibility—is unique in the home maintenance field.

ANNIVERSARY SPECIALS

To celebrate its 10th anniversary, Home Services Shop is offering a variety of specials with themes around the number "10." Check www.homeservicesshop.com for details.

10 YEARS OF HOME SERVICES

From the beginning, Home Services Shop offered a huge menu of work that could be done by the hour, half-day, and day. In 2002, it began to offer maintenance plans. "This enables customers to pay for a certain number of days of service at a discounted rate. One company doing it all saves time, money, and often stress. Customers are always pleased with the value they get," says McKinney.

In 2009 a new division, Stay at Home Services, opened. This innovative new venture helps remake living spaces to enable people with physical challenges caused by disease or aging to remain in their homes. Gilfeather explains: "We work with a licensed physical therapist who has special training in this field. He performs a home evaluation, provides a complete written estimate, and our technicians complete the required work."

Says McKinney, “Recently one customer looked at me and said: ‘Where have you guys been all my life?’ All our hard work pays off when we hear comments like that.”

COMMERCIAL CLIENTS AGREE

Home Services Shop maintains a variety of businesses and commercial buildings. For example, “We maintain the buildings and grounds for several local child-care centers. We make sure that the facilities are up to code and safe,” says McKinney. “We change the lightbulbs in the exit signs, hang shelves, adjust the self-closing doors so they latch properly, put down safety strips on the stairs—whatever needs to be done. One day, during a heavy rainstorm, a flood developed in one center due to ice dams. We came right in with plastic sheeting and buckets and kept the flood under control. After, we opened the wall up and took out the wet insulation; we brought in fans to dry it all out. We prevented any serious damage, and the center didn’t have to deal with mold remediation or anything like that.”

TRUSTWORTHY PEOPLE DOING EVERYDAY JOBS

Michael Gilfeather says, “We strive to live up to our tagline—*Trustworthy People Doing Everyday Jobs*—every day. We’ve created a unique business that combines the single handyman with the management systems of a corporation. We’ve corporatized the handyman business, but will always remain focused on the customer.”

Call or check www.homeservicesshop.com for Home Services Shop’s Top 10 Lists, Trivia, Bios, seasonal checklists, and more.

Home Services Shop (914.769.1100, www.homeservicesshop.com) is located at 78 Washington Ave. in Pleasantville, New York. It is licensed by Westchester County (license number WC-14428-HO3). Home Services Shop is a member of: the National Homebuilders Association (Hudson Valley Chapter), Better Business Bureau, and Pleasantville Chamber of Commerce. After completing special training from the National Association of Home Builders, Stay at Home Services’ physical therapist Herbert Doerr is a Certified Aging-in-Place Specialist.