

# THE PSR NEWSLETTER

## A WORD FROM PAT

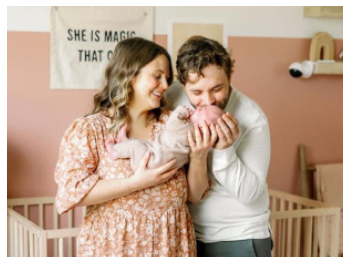
"Why should you trust the PSR team with your home remodel? Because I trust them with mine.

Recently, Katie and I have had the opportunity to do something we have always dreamed of - turning our home into our forever home. What an opportunity it has been to see our work from the client's perspective! If I have learned anything from this project it is that remodeling can be stressful, even with the best of planning. That is why I am so proud of the men and women on our team, who face every problem with courage and determination, and are always willing to go the extra mile to make sure the job is done right."

## OH BABY!

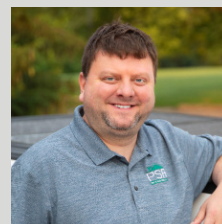
### Welcoming the Newest Members of the PSR Family

Congratulations to our very own Jacob Crooks and Kenny Calhoun, who last quarter each embarked upon the journey of fatherhood. Rooney Crooks and Lily Calhoun were born just months apart, both beautiful and healthy baby girls. Welcome to the family little ones!



## ASK A PRO - Preparing Your Home For Winter

"Outdoor pipes are subject to freezing once temperatures fall below 20 degrees. Burst pipes can lead to costly repairs and even structural damage, so properly preparing your pipes for winter is key to avoiding any unwanted surprises. Just a few easy steps will ensure that your pipes (and your wallet!) are protected this winter. First, disconnect and drain all hoses connected to hose bids. I'd recommend storing hoses inside to prevent damage. Next, go inside and turn off any valves that supply water to outdoor areas. Once the supply lines have been shut off, turn on each exterior faucet and allow them to drain completely. Ensure the faucets are kept open throughout winter to release the pressure created by any leftover water freezing."



Justin Lipe - Project Manager

OCTOBER 2021



Kitchen Remodel - Dublin

## ANNOUNCEMENTS

### Building Dreams Together

It's what we do; It's what we love. At PSR we make building your dream, our dream. So why not make it official? Introducing our new company slogan, "Building Dreams Together".

### PSR Signing Off

If you're waiting for a sign to remodel your home, this is it! Our brand new lawn signs are coming to a front yard near you. Just one look will let everyone know that you're working with Columbus' best.

### Flying High

See your remodel from a whole new perspective! We've teamed up with a local videographer to help us capture our projects with a bird's eye view. Check out our facebook to see some of our latest work!

### Welcome to the Team

Our small business just keeps growing and growing! Please join us in welcoming our newest team members: Amanda Spoon, Tim Kisling, Alex Scales, and Samantha Higbie!

## PROJECT HIGHLIGHTS



Covered Patio - Dublin



Kitchen - Hilliard



Master Bathroom - Grandview



Whole House - Upper Arlington



First Floor - Dublin



Kitchen - Upper Arlington

## FEATURED REVIEW

"We worked with Pat Scales on an entire first floor gut and remodel. From the very beginning, we were extremely comfortable with them. Ian was excellent to work with on our initial plans and quotes. We LOVED working with Heather on design and finishes. She had many great ideas! Rob was a great project manager - kept us on track. We couldn't have been happier with Mike, Mike, Kenny, Joe and everyone else who was here day in and day out. They were professional, creative, and cleanly.

Our project took about three months in the midst of Thanksgiving, Christmas, New Years, hybrid and virtual school, and working from home. This could have been a huge disaster and inconvenience, but the team was wonderful and felt like part of our family. We can't wait for our next project so they can come back!"

Elizabeth Bertke - Kitchen Remodel

Want to see your review on the front page? Leave us a review on Google for your chance to win a \$50 Home Depot gift card and be featured in next quarter's newsletter!

## EMPLOYEE SPOTLIGHT

### Mike D - Lead Remodeling Specialist

Consistently pushing the bar, Mike is a true leader and mentor in the field, who is always willing to help a team member in need. He never lets a tough situation defeat him, instead using it as an opportunity to build a stronger relationship with the homeowners by presenting pragmatic, timely, and creative solutions. Described by management as having "moxie" and by his peers as being, "just an all-around great guy," Mike's positive attitude and commitment to quality makes him a client favorite!



## JOIN OUR TEAM

### Put your strengths to work in a career that fits you!

At PSR we are great people who do great work and we care about your career. We are committed to building on your strengths and finding the position that fits your skills. Come be part of one of central Ohio's fastest growing businesses three years running! Apply today at [www.WorkAtPSR.com](http://www.WorkAtPSR.com)!



@PatScalesRemodeling

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