

# Mr. Rogers Windows and Doors Neighborhood News

First Quarter 2020



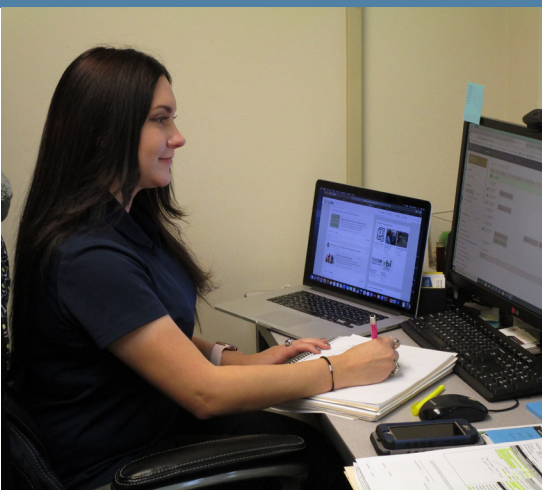
WE WORK AS A TEAM TO DELIVER  
WOW!

Our purpose is to exceed customer expectations by providing superior window and door products, installation, and support services.



# Big shout out to the entire team for these world class reviews!

~ Gerry



The delivered and installed product was precisely what we wanted and had ordered. Anderson quality all the way. Mr Rogers installation was superb: couldn't have asked for anything more. The two installers, Craig Bechthold and Zachary Owens, were highly skilled, knowledgeable, talented, courteous, efficient, and tidy. They even had the patience to work around our most curious house cat! A high quality product, delivered as promised, installed neatly and efficiently: Mr Rogers leads the way. Thanks for everything. — Don W.

Just finished having my new Mr Rogers windows installed and want to give an outstanding shout out to the crew (Craig Bechthold, Zachary Owens, Justin McKenzie, Greg Jones, & Ryan Cailliet). Not only do the windows look great, but the crew was very professional and personable. Each member took the time to introduce themselves which, even though small, had a meaningful impact. Thanks guys...the windows look GREAT!!! — JC C.

Great experience from start to installation! The installation team of Craig Bechthold, Zachary Owens and Josh McCall were punctual, courteous and professional for the window installation in our sunroom. They also reinforced an existing window sill! We are very pleased with the product, sales and installation teams and highly recommend Mr. Rogers Window! — Mary Jane T.

They are a good company to work with and have a good warranty. The installation of our door exceeded my expectation. The installers were polite, neat, courteous, and knowledgeable. Craig Bechthold and Anthony Taylor were wonderful to work with. They did a thorough job and cleaned up afterwards. They went out of their way to be helpful. I would recommend asking for them for your next installation. — Cindy H.



Mr. Rogers,

16 January, 2020

I wanted to say thank you to your company for the service it provided this past Monday, 13 January. Mr. Rogers Windows installed windows and siding on my building in 1998. Everything has held up very well. A little before Christmas I noticed the crack on one window, probably a small rock thrown by a lawn mower. I called your office and your lady that answered was very nice and helpful and got the ball rolling to get this fixed. On Monday, 13 Jan. two very nice gentlemen showed up and did a fantastic job. Again, thank you to Mr. Rogers Windows and the staff for fixing the problem, and the cost was NO CHARGE!! Thank you, John Ahorn

Cracked glass replaced 22 years after initial install. No Questions Asked! No Charge!!

Very happy with the results. Employees at every stage were extremely professional. The installation team was amazing. Very professional experience. Cleaned up after themselves all the time. They even went above and beyond what was in the contract to ensure I was happy with the installation. Two of the windows were impacted by my deck rail. They happily modified my deck rail when they really didn't have too; as the contract didn't require it. But the installation team wanted everything to be perfect and for me to be 100% satisfied with the job they did. And they did this without me having to ask them. Now that's customer service. — Lance & Kathy B.

We had Mr Rogers install windows a few years ago. We hadn't changed our front specialty window at that time. Today they installed our new specialty front window. The window was installed by Duane B, Shane H and Josh M. These gentlemen were prompt polite and did a wonderful job removing our old window Cleaning fixing and installing the new window They represented your company well and we appreciated their efforts in this cold weather to change our our window. — Steven K.

Duane B and Shane H did an excellent job and were friendly and helpful. — James H.



We started our experience with Kenny. He listened and provided the perfect plan to meet our needs. John measured everything to order the supplies. Both men were courteous and responsive. Ashley made all the appointments and sent pictures of both men so that we could be comfortable with who was coming to our home. The work started in below freezing weather but Duane B, Shane H, Cody M, and Justin M came dressed for the temperature and worked very hard and efficiently. As the work progressed over the next two days, they impressed us with how pleasant and neat they were. They always cleaned up after themselves before leaving. The workers were also punctual, courteous, and responsive. The finished job is absolutely beautiful and something that they can be proud to say is an awesome reflection of this company. It is very high quality! Sean did a final inspection after being assured that our needs had been met. The workmen did a perfect job and exceeded all of our expectations! My husband and I highly recommend them. — Deborah S.

Absolutely thrilled with our recent installation of new windows by Mr Rogers Windows. The installation team, Craig Bechthold, Zachary Owens and Anthony Taylor went above and beyond. They were so respectful of both me and my property. They patiently and thoroughly answered all of my questions. Highest recommendation! — Mary S.

Duane B. and Josh M. were wonderful installer. Prompt and did great job. Highly recommend. — Mark H.

Door Crew Craig B. and Zachary O. This crew did an excellent job on the patio door installation. They hit the ground running after going over the process with me, answered any questions I had. Extremely happy with the way they Cleaned up afterwards. I would not have known they had been there except for the beautiful new patio door in my home. I look forward to seeing my new windows when that job is completed. — Theresa K.

I had windows installed on Friday, 2\_21\_20 and the crew was great (Duane, Anthony and Jimmy). All of them were professional, considerate of my time and my home and very thorough in the installation of my windows. Would highly recommend this team! — Juliet P.



Duane B. & Shane H. did a fantastic job. They were prompt and very professional. The install and window care demonstration was performed very well. I will definitely recommend Mr Rogers windows and have them ask for a Shane an Duane. Great job fellas! — Alex C.

## MRW Wins Big at RbA Summit



*Your dedication to providing a world-class customer experience has earned you the prestigious Green Diamond award. It is the most coveted award at Renewal by Andersen because the only judge is our customers . I'm so proud of each and everyone of you on the team for striving to, and achieving this status. Thank you!!!*  
~ Gerry

Mr. Rogers Windows has earned Renewal by Andersen's prestigious Green Diamond Award. The award is presented to the Renewal by Andersen affiliate that receives the highest scores on the company's Homeowner Satisfaction Surveys during the prior year. Only a select few affiliates receive this award which is especially important to us because it represents the highest distinction in customer satisfaction.

**Our Values:**  
**Accountability | Humility | Integrity | Respect | Excellence**



# MRW Foundation

Dedicated to helping children, families, and communities.

## ANOTHER LOOK AT HOW WATER CHANGES EVERYTHING!



In the last newsletter, I told you about the spaghetti dinner with the Norfolk Union Mission Ministry. In this newsletter I'll be taking you back to Africa for another experience Gerry and I had in a Rwandan village that World Vision (and people like you and me) helped by bringing them clean water.

I have shared with you in previous newsletters about how when World Vision brings clean water to a community, it changes everything. It is the beginning of a new life for the people in those communities. The change starts with water and has a ripple effect on everything else.

But World Vision not only brings clean water to communities but also to schools, medical facilities and so much more. And the change that it makes is life-saving!



Gerry and I were privileged to visit one of the medical facilities that World Vision built, staffed, and brought clean water to. There are very few medical facilities in the villages of Rwanda not close to the capital city, and many of the ones that exist do not have clean water running to them.



Can you imagine going to the doctor and the doctors and nurses washing their hands in dirty, contaminated water before they examine you or perform surgery on you? Or what if you were a woman about to deliver your baby and you were "lucky" enough to have a medical facility close enough to you that you could walk there to have your baby (instead of delivering out in the bush, where most women deliver), only to get there and





deliver your baby in filthy conditions because there is no clean water there? In many cases they are required to bring their own water in Jerry cans. These are real things that happen in countries like Rwanda. But World Vision is working hard to change this.

The facility we visited was amazing for this area. This particular facility had many great programs and much to offer for the people of the surrounding villages. Not only did World Vision supply it with clean water, but had many programs in place to help this community with their health. Pregnant women can go there to deliver their babies and after the baby is born can stay there for a few days to rest. After the mother delivers, she is given the opportunity to be in their program for mothers and young children.



This program is run by staff who are villagers from the community, trained by World Vision. The program includes such things as maternity care, delivery, newborn through 5 years care and education such as nutrition, vaccinations, "kitchen care", hygiene and sanitation, and family planning. The women who live nearby can also be in the nutrition program that allows them to bring their children to the facility for some meals and milk and teaches them how to properly care for their children. (Gerry and I were allowed to serve some of the children their meal and milk!)

The programs they offer are so important for mothers and young children and teaching them how to be healthy and strong. In addition there are programs and help for adults. Adults can come to the clinic for healthcare, education, family planning, HIV and TB care, and much more.





# Employee Spotlights



## ANGELA TAN PROJECT COORDINATOR

**How long have you been with the company?** I started working here in 2005, left 2016 and came back in July 2019.

**What do you like most about working here?** The

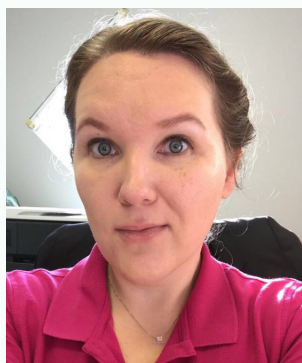
friendly environment. It's almost like a family-like workplace where workers treat everyone with respect and also you can connect with your co-worker on a personal level.

**What has been your favorite project working here?** As of now my favorite project is to make sure I complete my tasks on time.

**Do you have any advice for prospects or new hires?** Be yourself, focus on your job and give your best 100%.

**What are you most proud of?** I'm most proud of the fact that both management and the people working at Mr. Rogers Windows consider me and recognize my contributions as an integral part of the company.

## JENNIFER VAN DER HELM ASSISTANT MARKETING DIRECTOR



**How long have you been with the company?**

I started working at MRW August 2018

**What do you like most about working here?**

I love the Mission of the company, the people who work here, and the giving spirit towards local and

international communities in need.

**How do you like to spend your free time?**

In my free time I cuddle with my adorable kitties, cook and bake amazing food, work on house projects, cheer on the Washington Capitals, and binge Netflix. I also volunteer at the Chesapeake Animal Shelter where I foster stray mama cats and kittens and when it isn't kitten season, you can find me cleaning cat cages or washing/drying/folding laundry at the shelter.

## ED ENGLISH DESIGN CONSULTANT

**How long have you been with the company?** I started working for Mr. Rogers Windows part Time back in 1987. That's right before half of our current employees were even born ha ha. I went full time in 1996 and never looked back. It's been a great career.

**What has been your favorite project working here?** I've sold so many jobs over the years it's hard to pick just one. But I would probably say my first 90 thousand dollar sale. That was my first really huge sale.

**How do you like to spend your free time?** My wife and I love the beach and camping. We have an old motorhome that we like to spend as much time as possible going and doing. We pull an old Jeep with us and love to drive on the beach. I also have 5 grandsons that keep us busy. And on those weekends we aren't going, it's hard to beat a lazy Sunday floating in the pool with my bestie, Roxanne.



## DARRIUS GRIFFIN CANVASS MEMBER

**How long have you been with the company?**

October 2019

**What do you like most about working here?**

Working and engaging with people.

**What has been your favorite project working here?** Training others on how to succeed.

**Do you have any advice for prospects or new hires?**

Be ok with failure. Even if you come out of the gate with success, you will have days that don't go your way and that's ok. Learn from it and don't carry it with you.

**How do you like to spend your free time?**

Reading, spending quality time with my family and friends.

**What are you most proud of?**

Being able to watch others I help get started and succeed.





# what's new? what's news?

## Welcome to the Neighborhood!

Shelly Perieira - Assistant Sales  
Manager/Training Manager  
James Conrad - Design Consultant  
Nicholas Kuhn - Design Consultant  
Ian Wright - Design Consultant  
Jonny McMahon - Design Consultant

Kirsten Davis - Event Promoter  
Joseph Smith - Call Center Agent  
Alicia Brown - Call Center Agent  
Robert Pettway - Canvasser  
Trinity Mckinnis - Canvasser  
James Polston - Canvasser

## MRW Provides Opportunities to Excel and Grow!

Darrius Griffin - Canvass Field Trainer  
Alyssa Hooper - Inside Sales Center Specialty Agent  
Kenny Low-E - Senior Design Consultant/Field Trainer  
Sharita Polanco - Full Time Call Center Agent  
Joseph Smith - Full Time Call Center Agent

*Congratulations on  
your promotions.  
We look forward to  
great things from  
you guys.*  
~ Gerry

## Canvassers Shine Bright!

The Canvass team  
is growing and  
sporting their new  
threads. Safety is  
key, so the brighter  
the better!



## 2019 Sweepstakes Winner Arcangelo & Beatriz from Virginia Beach!



## Upcoming Birthdays

Rachel Ridgwill - April 3  
Thomas Haislip - April 8  
Shawn Emch - April 12  
Daniel Wood - April 30  
Matthew Davis - May 11

Susan Lavin - May 11  
Gerald Rogers - May 20  
Cody McCall - June 3  
Edward Thomas - June 3  
Gregory Jones - June 4

Edward English - June 9  
Kirsten Davis - June 9  
Jeffrey Brinkley - June 12  
Katie Paulus - June 26  
Richard Loyko - June 27

Ivette Pagan - July 6  
Darrius Griffin - July 7  
Joshua McCall - July 8  
Justin McKenzie - July 16  
Kelly Montrose - July 27

Meredith Cella - July 29

## MRW Goes Virtual

Response to COVID-19 required embracing  
new techniques on reaching current and  
prospective clients.



## MRW Turned 34 on April 4th!

THANKS TO YOU,  
WE'RE CELEBRATING OUR:

**34<sup>TH</sup>**  
**ANNIVERSARY!**



It's a pleasure being your neighbor!

## New TV Commercial and Radio Spots in Response to COVID-19





## SEE YOU 'ROUND THE NEIGHBORHOOD!

### Bringing Beauty to Light

Everyday these guys are doing amazing transformations. Every once in a while they're very drastic. Shout out to Craig, Jimmy and Zach for an outstanding job in Finally giving this house a view from the inside! They took out a radius block wall and turned it into a 5 lite bow from scratch. Bringing Kevin Sebrings design to life...with a little help from Kenny Low-E. And as always a great measure by Jon. Teamwork all the way around!



Like us on Facebook or Twitter and see what we're up to next!