

# Mr. Rogers Windows and Doors Neighborhood News

Third Quarter 2020



WE WORK AS A TEAM TO DELIVER  
**WOW!** (even during a pandemic)

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

5.0/5  
★★★★★



Reputation Score  
**871** ▲ 10 pts.  
Previous Period: 861

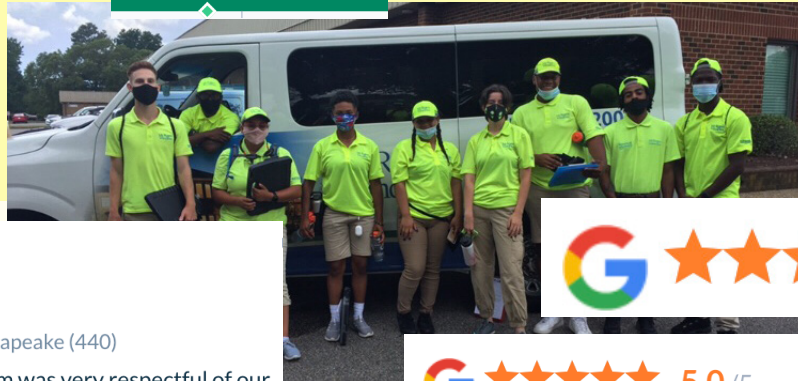
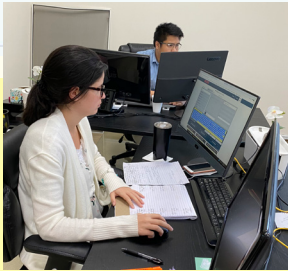
EXCELLENT



Cathy s

★★★★★ 12 weeks ago

The windows installed in my home a few days ago was a very good experience. The Installers were professional, arriving on time and completing the work in one day. They removed and replaced window coverings and cleaned up any debris. They wore masks and foot coverings while inside my home. The windows with screens are very nice. So glad to have these. Thank you Craig Bechthold, Duane Brown, Gauge Digiovanni, and Justin Cook.



★★★★★ 5.0/5

Terri Z

About RbA of Virginia Beach, VA - Chesapeake (440)

The installation process went well. The team was very respectful of our house. The job was completed I 2 days. When they were done, they worked with me to make sure I knew how to open the windows for cleaning.

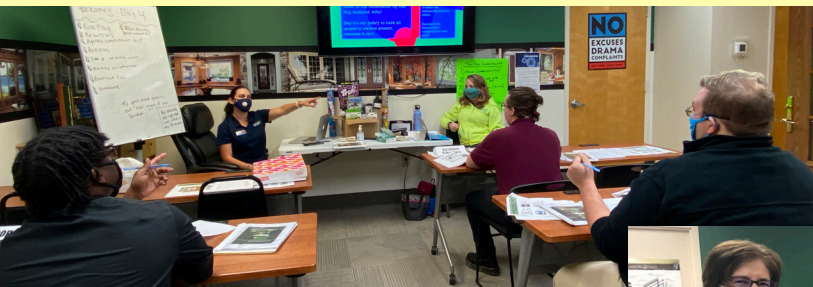
★★★★★ 5.0/5

★★★★★ 5.0/5

Michael L

About RbA of Virginia Beach, VA - Chesapeake (440)

That old adage "You get what you pay for" is very much in play with Renewal by Anderson and Mr. Rogers Windows. Very happy with the work and the product. The team really cared about making sure we were happy with the results of our full replacement of all windows project. We had some unique challenges that they took care of with a very high degree of professionalism. Would highly recommend.



Shawn D

★★★★★ 12 weeks ago

Everyone we worked with was outstanding: Mary Gowans, Craig Bechthold, and Justin Cook. The doors we had installed are far superior than what our "new construction" builder put in 9 years ago.



★★★★★ 5.0/5

Erich B

About RbA of Virginia Beach, VA - Chesapeake (440)

We went with Renewal by Andersen because of the quality of their products and the professionalism they showed us. They answered all of our questions and helped us find the perfect door for our house. We will call for our other projects in the future and will highly recommend to others.



# MRW helps Habitat for Humanity

Bright and early on Saturday morning, August 29, we had 7 members of our installation team drive to Elizabeth City, NC to install windows in a new home built by Habitat for Humanity. These guys, Sean, Tadwin, Tim, Ryan, Matt and Josh gave up their Saturday morning to volunteer for this opportunity to give back to one of our local communities. What a great way to help others in need! Thank you so much for what you did that morning for a single mom and her 3 children! Habitat for Humanity is another one of those organizations that gives others a hand up instead of a hand out. They require their new home owners to put "sweat equity" into their new home. In other words, they help build their own home! Here's how Habitat describes what they do....

"Habitat for Humanity partners with people in your community, and all over the world, to help them build or improve a place they can call home. Habitat homeowners help build their own homes alongside volunteers and pay an affordable mortgage. With your support, Habitat homeowners achieve the strength, stability and independence they need to build a better life for themselves and for their families."

Thank you, everyone, for your support and willingness to help and be in a family that wants to help others! The Mr. Rogers Windows family really cares about others! We are so proud to be a part of this family!



*Thank you!*  
*~ Gerry & Jennifer*



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

# MRW Foundation

**Dedicated to helping children, families, and communities.**

## Supporting



## Our Healthcare Heroes

With a heart filled with care and concern we set out to do something special to help the local community during the COVID-19 pandemic. The MRW Team felt especially grateful to the nurses, doctors, first responders, and frontline workers. Our team committed to donating a portion of all sales in May and June, up to \$100,000, to the Sentara COVID-19 Community Relief Fund AND WE MET THAT GOAL!

Sentara Healthcare has several hospitals and a number of healthcare facilities throughout the area and most of our employees depend on these facilities. Donations to the fund were used to support programs, partners, and employees of Sentara, and people affected by COVID-19.

The team banded together to make this mission a reality. It was a group effort from all departments, with the Design Consultants taking it over the goal line and achieving a whopping 93-percent increase, year-over-year. That's right, sales in May and June were nearly double the previous year!

A portion of the \$100,000 donation has already helped the community in many ways. From providing PPE to helping purchase medications for those most in need. It's also helped local heroes through the Sentara H.O.P.E Fund for employees.



One Sentara employee, Sylvia M., shared a personal story about how the fund helped her when she needed it most. "I was exposed while working at the screening and testing sites for COVID-19. I've had to quarantine home for the last 14 days. At the same time, we had a death in the family associated to COVID-19 and significant funeral expenses. My husband has been furloughed and without a job. It's been rough time making ends meet," she writes.

"They have been our caregivers and our heroes through the Coronavirus and we felt lead to give back to them, and to the community that has given us so much over the years," says Gerry Rogers.

*We want to sincerely thank each of you. As members of the Mr. Rogers Windows family we are grateful for you because without your help, the foundation would not have been able to help in this way. Each of you contributed powerfully in your own way. Thank you! Everyone's hard work as a team makes helping others possible.*

*~ Jennifer & Gerry*



Gerry Rogers (Right) poses with David Proffitt (Left) with the total pledge of \$100,000 for the Sentara Covid-19 Relief Fund.

Curious about the other charities we contribute to? Visit our website



# Employee Spotlights

## KIRSTEN DAVIS EVENT PROMOTER



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

I started working at MRW  
January 2020

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

I absolutely love my coworkers and the constant positive atmosphere. Everyone is always so supportive and encouraging. I also enjoy the events that we get to go to!

### What has been your favorite project working here?

My favorite event that I have worked so far has to be the World of Pets Expo. Not only were there great people, but also amazing animals! It made the day that much more fun :)

**How do you like to spend your free time?** I like to spend my free time relaxing and having fun with friends and family. I also enjoy spontaneous road trips and being outdoors.

## SHARITA POLANCO INSIDE SALES CENTER AGENT



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

Always keep an open mind and always be eager to learn and get better each day. There is always room for improvement in all areas.

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

I enjoy spending time with my 6 year old daughter Savannah, and spending time with my family in the country where I am from. I enjoy music, dancing, reading, and love to make people smile.

**What are you most proud of?** I am most proud of being a mother to my daughter. She teaches me everyday to be resilient and to always push forward no matter the circumstances. She is my biggest cheerleader and my greatest accomplishment.

See the full Q and A at [MrRogersWindows.com/Employee-Spotlight](http://MrRogersWindows.com/Employee-Spotlight)

## Behind the Scenes

Have you ever wondered how Marketing creates those great commercials? It all starts with the MRW Team creating a script. Then our ad agency comes in to prepare the set and lighting. Gerry arrives and the video taping starts. Gerry's natural talent leaves few edits to be made and then we send it out to the local TV networks.





# what's new? what's news?

## Welcome to the Neighborhood!

Harrison Herr - Proximity Marketing  
Courtney Neeson - Proximity Marketing  
Gabriel Dickerson - Proximity Marketing  
Charles Rohlfing - Proximity Marketing  
James Fehey - Proximity Marketing  
Jesse Hagan - Design Consultant  
Pamela Bullock - Design Consultant  
Connor Gardner - Design Consultant

James Lee - Design Consultant  
Jayson Clark - Event Promoter  
Kendell Drummond - Installation  
Tyler Smith - Installation  
Jonathan Heuneman - Installation  
Eric Houk - Installation  
D'Shawn Thompson - Installation  
Justin Cook - Installation

## MRW Provides Opportunities to Excel and Grow!

Matthew Davis - Crew Leader

Veronica Rupert - Proximity Classroom Trainer

Darrius Griffin - Proximity Team Lead/In-Field Trainer

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

*~ Gerry*

## Proximity Marketing 101

Under the leadership of Andrew Rogers, the Proximity Marketing Team continues to grow and knock out previous records. In September, the Neighborhood Marketers contributed with 101 Leads Issued! WOW!

## \$1 Million and Beyond!

Between January 1st and September 30th leads from Proximity Marketing have resulted in \$1.25 Million in sales for the first time in MRW history!



## Renewal by Andersen Recognized by J.D. Power

Our homeowners helped to make Renewal by Andersen the ONLY brand to win every J.D. Power award for Windows and Patio Doors in the 2020 J.D. Power Window and Patio Door Satisfaction Study!

Take a look: [http://bit.ly/JDPower\\_2020](http://bit.ly/JDPower_2020)

## Recovery for Life



Sept. 24th Recovery For Life Charity Golf Tournament. Recovery for Life helps troubled youth overcome addiction and go on to lead productive lives.

## Signature Service High Marks!

From January 1st to September 30th:

Processing, lead by Anne Delacruz, is in the top 17 out of 91 stores for Post Install Survey!

AND!

Service is Top 8 out of 67 stores for Post Service Surveys!



*Signature* SERVICE  
RENEWAL BY ANDERSEN

Certificate of Appreciation for sponsoring the 46th Annual Meet Car Show at the Military Aviation Museum from the Tidewater Region of the Antique Automobile Club of America



## Upcoming Birthdays

Tadwin Appleby - November 4  
Nancy Lockwood - November 9  
Pamela Bullock - November 12  
Jonathan McMahon - November 12  
Shawn Tennien - November 14

Jimmie Scott - November 29  
Anthonyray Taylor - November 29  
Steve Redfearn - November 30  
Keani Freeman - December 3  
Mary Rodriguez - December 4  
Anne Delacruz - December 6

Timothy Cushman - December 16  
Michael Lynch - December 17  
Gary Jones - December 20  
Eric Houk - December 24  
James Miller - December 26  
James Conrad - December 29

Dana Wyman - December 30  
Zachary Owens - January 7  
Jonathan Hooper - January 10  
D'Shawn Thompson - January 20  
Nicholas Kuhn - January 21



## SEE YOU 'ROUND THE NEIGHBORHOOD!

### Backpacks for Local Area Children

Just before school started, we were honored to host a Backpack Giveaway for local school children. Whether kids started in a school classroom or virtual this year, they needed supplies to make learning easier. In addition to hosting the 'drive-thru' backpack giveaway, we also donated \$1,000 to be used to purchase supplies to stuff the backpacks. 200 backpacks were given away to very grateful parents and excited children.



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