

# The Inside Dirt

The latest company and industry news from L.R.E. Ground Services, Inc. and L.R.E. Construction Services, LLC. Family owned and operated since 1989!

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**The Supportworks SmartJack System can immediately stabilize and lift sagging floors.**



Story on Page 5

**Sinkhole in Indonesia devours a large part of a rice field. Local residents are terrified.**



Story on Page 3



## L.R.E.'S PURPOSE-DRIVEN INITIATIVE IS PAYING OFF

Story on Page 2

### Picture Perfect



Design Specialists Rob Napolitano (left) and Todd Dawkins (right) pose for a picture at the Orlando Home Show.



Team members attended Supportworks Redefine Annual Convention in Omaha. As a dealer, L.R.E. accepted awards for Total Sales in Foundation, as well as in Concrete.

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# Positive Online Reviews Significantly Increase Since Launching Redefine Initiative



For over 30 years, our team members have been committed to the goal of establishing L.R.E. as the best foundation contractor in Florida. By taking pride in consistently keeping clean worksites, catering to the needs of homeowners, insurance professionals, engineers and builders, bidding competitively and treating each property as if it were our own, L.R.E. has been able to thrive and overcome many changes in this industry which has ultimately led to our success and proved that our commitment is paying off.

A year and a half ago, L.R.E. decided to take that commitment to the next level by implementing "Redefine," a purpose-driven

initiative to redefining our industry even more by locking arms with other dealers in our Supportworks network of contractors across the country. We believe that if we all continually exceed customer expectations as well as create a workplace where people feel welcomed and encouraged, we will create ripples, and have even more of an impact in our communities.

Just since launching this initiative, L.R.E.'s positive online reviews from happy customers have significantly increased. Specifically, our Google reviews have almost doubled, and morale is up in the workplace. We all know how important these things

are. Customers use online reviews to get an idea of what it is like to work with you, gauge how satisfied others were with your service, and use this information to potentially hire you.

At L.R.E., we take our online presence and reviews very seriously. Each and every one of our team members have played an integral role in the significant increase in our online reviews, and L.R.E.'s success, by going above and beyond to take care of our customers. We couldn't be happier that this initiative is paying off, and we can't thank our employees and customers enough. Keep REDEFINING team!

## L.R.E.'s Top Quarterly Performers



### BEHIND THE SCENES AWARD

*This award goes to the team member who is considered an unsung hero. They work diligently and tirelessly as a champion, at times without recognition.*

Gary Carr has been with L.R.E. for almost 17 years and has made significant contributions to the company. As L.R.E.'s IT Guru and Sales Support Supervisor, Gary keeps the operations/network running smoothly. But that's not all! He also provides oversight to the Sales Support team and makes sure customers are handled with care. Gary is often "the quiet man behind the curtain" working unselfishly to further the success of L.R.E. Thank you, Gary, for all you do!



### EXEMPLARY CHARACTER AWARD

*This award goes to the team member who shows extraordinary integrity, poise, kindness, and generosity, even when faced with sensitive situations.*

What can we say, "the people" love her! Yes, Rosemary Woolever is L.R.E.'s HR Manager, but she goes above and beyond those duties daily. Among other things, she gets calls, day and night, whether she is in the office or not, and she answers them or follows up with them without a single complaint. She is always happy to help! Rosemary, your exemplary character is both noticed and respected. Thank you for always going the extra mile!



### OUTSTANDING LEADERSHIP AWARD

*This award goes to the team member who is always going above and beyond in their daily tasks as well as, consistently helping others to learn and grow.*

Team member, Anthony Gochenour, continually takes on most of the difficult projects and tasks like the evaluations, comparatives, and accommodations for various insurance companies without a single complaint, and he maintains composure by staying calm, cool and collected when things get hectic. He also gives direction to the other estimators and assists them with their workloads as needed. He is a continued asset to the team and L.R.E. is lucky to have him!



# Around the Web

**Kampong Sukabumi, Indonesia**— Residents were left terrified after discovering a huge 52 foot by 39 foot sinkhole approximately 30 feet from their homes, on Sunday, April 28, 2019, devouring a nice big part of a rice field. Like during an earthquake, the huge crater collapsed in a loud noise and rumblings were felt 500 feet away.

This new crater opened just 13 feet away from another deep (32 foot) and large (20 foot) hole that opened up on September 6, 2018. Residents reported hearing a loud roar, followed by a bang at around 4am local time. They reported it was like during an earthquake. Rattlings were felt over hundreds of feet from the sinkhole 'epicenter.' Terrified local residents first thought the 2018's hole was widening, but then reported the new and larger hole just feet away. Many residents living around the deep sinkhole immediately lost power. Officials said they are monitoring the hole, adding that they are expecting it to continue growing. Sukabumi is about 62 miles south of the national capital, Jakarta.



The Source: *Watchers.news*

## L.R.E. Takes Best of HomeAdvisor Award for 2019

We are thrilled to announce that L.R.E. Ground Services, Inc. is one of three Supportworks dealers to win Best of HomeAdvisor for 2019. Only the top pros exemplifying premier service are honored with this award.



HomeAdvisor is a free resource for homeowners and a paid network for service providers. Winners for the Best of HomeAdvisor Award are chosen based on Ratings & Reviews. They must have an average rating of 4.0 or higher. Those who consistently earn new reviews and remain in good standing with no homeowner complaints or problem resolutions within the last six months are chosen. L.R.E. Ground Services is proud and honored to accept this award! Thank you to our amazing customers and our dedicated team members!

## Please Welcome L.R.E.'s New Hires!



Welcome to the team, Brittany Clayton! As L.R.E.'s new Administrative Assistant/Receptionist, Brittany is the smiling face that meets our guests and the new voice they hear when they call into the office.



Welcome back Tyler Harman! Tyler left L.R.E. for a short time, but he's back and ready to rock, as our newest Design Specialist! We are eager to watch him meet & exceed quota in the Sales dept once again!



Todd Dawkins joins L.R.E. as a Design Specialist with extensive background in the industry. He is already off and running residential leads in the Orlando area and doing a stellar job! Welcome Todd!



L.R.E. Construction Services' EMS Department welcomed a new face this quarter. Say hello to Mario Lopey, our newest EMS Technician! Welcome to a great team, Mario! We are excited to have you.



Lee Singletary has been in the foundation remediation industry for over a decade and we're excited for him to bring his knowledge and expertise to our team! Lee's role will be the Production Manager of L.R.E. Ground Services and will work closely with the Production Supervisors, Scheduling Coordinators, and Field Crews. Please give Lee a warm welcome when you see him!

# Property Owners Helped



**Mike Johnson (left), Greg Crossley (middle), and Jamie Peak (right) received high praise for a job well done!**



**Thank you Donovan (left), Mike (middle), and Frank (right) for your dedication to our customers!**



**L.R.E. can freshen up any space with a brand new concrete slab. Whether it's a new driveway, pool deck or patio you need, we've got you covered!**

## **Treated Like Family**

You really have a one-of-a-kind company there with guys that really care about what they're doing. They answered all of my questions, we showed each other pictures, it was like FAMILY! I'm going to tell all of my friends because it's really hard to find a company like yours!

*Elia L.  
Tampa, FL*

## **Thank You L.R.E. for a Stellar Job**

L.R.E. was recommended to me by a friend and I cannot say enough good things about them. They were efficient, honest and professional from beginning to end. I highly recommend Jamie Peak and Mike Johnson, the supervisors on the job, for keeping me in the loop every step of the way. I also want to recognize Greg Crossley who made "an executive decision" in my favor and saved us several days if not weeks of lost time. It was a mold abatement reconstruction job which took less time because of the efficiencies of this company. I hope not to need them again, but if I do, I know exactly who to call!

*Mary L..  
Homosassa, FL*

## **Amazing From Start to Finish**

Mike, Donovan and Frank did an EXCELLENT job! They were all VERY patient with our questions and listened to all of our concerns, especially my wife who was a nervous

wreck. Each one clearly knew what they were doing and worked together as a team. Your company has won us over as dedicated customers who cannot say enough about how great your team is and what great service you provide. I sincerely appreciate everything your folks did for us and cannot thank you enough!

*Gene H.  
Tampa, FL*

## **Thoroughness and Quality Work, L.R.E.!**

The workers were very professional and experienced. The work was much more artful and finessed than I expected. They did a great job on a very difficult job. Thank you again!

*James B.  
St. Petersburg, FL*

## **Exceptional Team & Job Well Done!**

Everyone was professional, friendly and excellent at maintaining communication during the entire process. I was always happy with the way the call representatives handled my questions, and the sales rep was genuine, knowledgeable, and every word he said was exactly what happened. The crew was as non intrusive as possible and left no debris behind. Except for the new patio being in place, you really would not know how big of a process it really was.

*Faith S.  
Brandon, FL*

## QUOTE OF THE QUARTER

*"Talent wins games, but teamwork and intelligence win championships"*

*-Michael Jordan*



# Repair Review: SmartJacks for Your Crawl Space

Have you noticed unlevel or bouncy floors in your home? If so, there is a good chance your crawl space is experiencing structural problems that are causing it to sink or sag in the middle. Crawl spaces experience structural sagging for three primary reasons: support columns spaced too far apart, rot-weakened joists, girders, or posts, and columns settling due to weak soil or poor footings.

If you have tilting or sinking crawl space supports, too few supports, moist, rotting wood, sagging, sloping, or uneven floors, cracks in interior drywall, or door & window frames that are skewed and unlevel, the SmartJack System, installed by L.R.E. and designed by Supportworks, can help!

The SmartJack System will level and stabilize the existing beams and floor joists in a crawl space using adjustable heavy-duty steel crawl space jack posts. These posts install quickly in a home and provide the best solution for restoring stability to your structure.

SmartJacks can be installed in tight conditions, usually in less than a day, and can support vertical loads exceeding 60,000 lbs. The adjustable design of our crawl space jack system means that sagging floors cannot only be stabilized they can also be restored to their original position in many cases.

Installation is a fast process that will not disrupt your home or landscaping.



A solid base of engineered fill addresses the problem of weak foundation soil by transferring the weight of the home to competent strata.



Steel columns are secured to the beams or joists in the crawl space.

## Employee Anniversaries

Chris Coburn	20
Richard Daniels	16
Lauren Golden	14
Adam Crace	13
Mike Johnson	13
Roy Woodie Jr.	11
Jesse Hill	10
Lee Williams	9
Dan Stanley	9
Jeff Morgan	9
Jerry Mooney	9
Rosemary Woolever	9
Mark Letendre	8
Jagren Castillo	5
Tara Britt	5
Frank Graziano	3
Mike Skiles	2
Rob Kane	2
Kristina DiCono	2
Ryan Burgess	1
Sean Bishop	1
Luis Rosario	1
Richard Preslicka	1
Donald Hooper	1
Anthony Brudevold	1



**Top Row (left to right):** Mike Johnson, Chris Coburn, Lauren Golden  
**Bottom Row (left to right):** Richard Daniels, Adam Crace





## Letter from the CEO

# Loyalty is Apparent as L.R.E. Recognizes Team Members for Tenures

It's hard to believe that we are already halfway through our 30<sup>th</sup> year since my wife, Susan, and I started L.R.E. Ground Services, Inc. in 1989.

As a team, we have experienced a number of changes in the industry over the years, and I'm proud to say that we continue to diversify and REDEFINE the construction industry as a long time leader here in the State of Florida.

One of the major reasons that we have been so successful is because of our team members and their daily contributions to creating the best homeowner experiences possible. I have had the privilege of walking alongside an amazing group of folks on this journey, and I want to recognize the fact that we have several that

have been a part of L.R.E. for many years.

I want to congratulate and thank the following team members for their dedication, hard work and contributions over the years: Roy Woodie, Chris Kawa, Jason MacDonald, Fed Francois, Jennifer Harris, Ryan Pride and Brad Nunn all started with L.R.E. 11 years ago. Twelve years ago, Adam Crace and Mike Johnson joined our team. Thirteen years ago, we welcomed Chris Sanders and Lauren Golden, and 14 years ago, Chris Williams became an L.R.E. team member.

Fifteen years ago, Frank and Rachel Vitale and Richard Daniels came on board. Gary Carr, Johnny Batten, Paul Grey and Mike Steed started sixteen years ago. Dick Werner joined 17 years ago, Carl Hamm

became a team member 19 years ago, and Chris Coburn has been here for 20 years!

What an amazing accomplishment to each and every one of these team members...I couldn't be more proud! I believe that the longevity of our team says a lot about our success and the future of L.R.E. and our industry as a whole.

Our team members are our most valuable asset, and we will do everything we can to continue to bring out the best in them by providing them with the tools they need to achieve a better version of themselves, professionally and personally.

With that being said, cheers to 30 years and beyond!

*-Raymond Woolever, CEO*



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