

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!

Volume 13, Issue 3

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Field Trip day in Dade City for LRE's Project Representatives.



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L.R.E. embarks on a new CRM to improve efficiency, productivity, and profitability.



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L.R.E.'S S.E.R.T. IS CALLED ON TO FILL A DROPOUT IN NEW PORT RICHEY, FL

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Picture Perfect



Production training, courtesy of Supportworks, all the way from Omaha, NE.



Supportworks takes it to the field. L.R.E. continues to improve its processes and efficiency with the help of our manufacturer.

Follow L.R.E. on:



L.R.E.'s Sinkhole Emergency Response Team to the Rescue



A sinkhole opened up between two houses in a gated community in New Port Richey, FL this month. The exact cause is still unknown, but L.R.E.'s Sinkhole Emergency Response Team (S.E.R.T.) was called on to fill the hole using clean fill and flowable fill, according to the engineers recommendation. This will fill the collapse until further testing can be done, a diagnosis can be established, and a proper repair can be made. The hole was approximately 20 feet deep and 40 feet wide. The county declared both homes unsafe and requested that the homeowners relocate until further notice. Fortunately, no one was in either home when the collapse occurred.

L.R.E.'s S.E.R.T. is especially utilized during the rainy, hurricane season by engineering firms, insurance companies and homeowners when dropouts appear. This division was established to help in an emergency when there is an immediate need for backfill, compaction grouting, underpins or other services. Unfortunately, while it is not considered a common occurrence, sudden dropouts happen more frequently than most realize.

Being in this business for nearly 30 years, we understand that sinkholes are a homeowner's worst fear in Florida and, unfortunately, they are not going away anytime soon. Florida's limestone is very porous

and soluble, not to mention, rain water is slightly acidic. When combined, these factors can trigger sinkhole activity. The acidic water filters through the limestone while also dissolving some of it and carrying it away. In addition to heavy rains or flooding, construction or anything else that adds weight to the soil, can cause depressions slowly over many years, or even suddenly, like in the recent dropout in New Port Richey.

Although sinkholes are a threat, rest assured L.R.E.'s S.E.R.T. is available 24/7 in case of an emergency to quickly stabilize the soils and/or your foundation, and to help put your mind at ease.

L.R.E.'s TOP QUARTERLY PERFORMERS

Sales



Project Representative
Rob Napolitano

Accounting



Controller
Jennifer Johnson

Field



Crew Supervisor
Eddie Fagin

Operations



Operations Manager
Tom Watson

Field



Crew Supervisor
Scott Higgins

EMS



Emergency Services Coordinator
Jodi Ringos

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



After almost 20 years, Sean Bishop is back! Sean now joins LRE's C&R team as our newest Construction Project Supervisor!



Welcome Michael Glass to the sales department! As a Residential Project Representative, Mike will help provide that WOW service.



Watch out for Walker Finley, he's back and ready to rock the field! "WT" has rejoined the LRE family and we are happy to have him!



Working alongside our concrete service professionals, as our newest Field Tech, is Donald Hooper. Welcome to our redefining team!



Welcome aboard, Nathan Kolowski! Nathan joins LRE's Construction & Restoration team as an Emergency Mitigation Services Tech.



Our concrete division gained a new team member! Welcome Rick Preslicka who joins LRE with many years of experience in concrete.



As Assistant Shop Operator, Anthony Brudevold is working part-time in our machine shop assisting the shop team with their duties.



Welcome Joe De La Vina! Joe has joined LRE's sales team as a Residential Project Representative. He's excited to hit the ground running!



We are thrilled to welcome Luis Rosario to our team of Field Technicians. Luis is all smiles and ready to redefine expectations!



Thomas Dahl is back! Now, as LRE's Crew Supervisor, Thomas will help to lead our field crews in efficiency and customer service!



LRE's concrete & paver crew gained a new Field Technician! Mike Guy comes with experience in concrete, and we know he will be a great addition!



Brian Garcia has just joined LRE as the newest EMS Technician. Welcome to a great team, Brian! We are excited to have you.

We're Still Hiring!

SEEKING:

- SALES REPRESENTATIVES
- FIELD TECHNICIANS
- EMS Tech with IICRC Certification
- GEOTECHNICAL ENGINEER

1099 - Basis

Do you know someone who's qualified and may be interested in joining L.R.E.?

If so, please send them our way!!

Interested candidates can send resumes to:
Rosemary.Woolever@LREgsi.com



TOP WORK PLACES



Tampa Bay Times
tampabay.com

Property Owners Helped



Keep up the great work, Lee! You're a great leader to your team and a tremendous asset to L.R.E.



Redefining the customer experience at its finest. Jamie and Rick, thank you for another job well done!



Removal and replacement concrete driveway project, completed by LRE's stellar concrete crew.

The Results Are Terrific

Good morning all, the work was completed Friday. The results are terrific! Our floors are much more level and feel solid. I can put a measuring cup on my kitchen counter and get a level reading! The stovetop no longer requires shimming, and the floors don't shake every time we walk across them! My husband, who was present while the work was being completed, found Lee and his crew to be a pleasure to work with. Lee was knowledgeable and professional. Thank you so much for getting to the bottom of the uncertainties and completing the job for the quoted price.

*Yvonne H.
Pinellas Park, FL.*

We Will Be Sure to Use You Again

I just wanted to let you know that working with Jamie and Rick on our reconstruction was one of the best company experiences we have ever had. From the start, Jamie came over several times to see what needed to be done and make sure everything was communicated properly. He was kind, patient, and answered all of my questions. He was on top of everything and answered texts/calls efficiently and worked well with our insurance adjuster. T

hen we met Rick and the crew. I don't know how Rick keeps everything organized with so many projects going on and driving everywhere to stay on top of their progress. He

was also kind, patient, and answered all of our questions. He always quickly responded to texts and kept us updated on the status of the project.

Having worked with several construction companies in the past, we've never had one with employees and work crews who all go above and beyond to make sure the job was done well. The crew we had was excellent! They were polite, quick and even cleaned out our bathtub so it looks brand new. When they left our house they didn't leave evidence that they were ever there, which is a new experience for us. Normally our yard is trashed or there is debris left on the floor. I'm glad our insurance company recommended L.R.E. We'll be sure to use you again and refer you to everyone we know!

*Susan N.
St. Petersburg, FL.*

Your Concrete Crew Was Fantastic

I just wanted to take a moment to thank you for helping us with our driveway. The guys on the concrete team (Frank, Mike, and all the others) were fantastic! They did a great job, and are very professional and skilled at what they do! I would definitely recommend your company to others in need of this type of work. Our driveway looks great!

*Jim S.
Valrico, FL.*

QUOTE OF THE QUARTER

“Nothing great was ever achieved without enthusiasm.”

-Ralph Waldo Emerson

Redefining with Field Trips

Individual contribution is important, but ultimately it's team work that makes the dream work. Through random field trips, LRE sales team members learn how to improve diagnosis skills and work through any and all situations together that they may encounter on any given day. This not only helps our employees grow, but will help us, as a company, better assist the needs of each and every customer. In this specific instance, our reps had the opportunity to diagnosis a home needing crawspace repair. They were able to ask questions and get answers ensuring that the entire team was on the same page. A wise President once said, "Use not only all the brains that you have, but also all that you can borrow."



Improving Customer Relationships with i360

L.R.E. is launching a new Customer Relationship Management (CRM) system this month which will be customizable to fit our team's specific needs. It is called *improvet360* and will help our team better manage customer data and accounts, ensuring even more accuracy and efficiency. *i360* is cloud-based which offers complete mobility and seamless access to everything, from anywhere, anytime. It also offers integration with apps, so it will cooperate with tools and services our team relies on every day to do their jobs well. We are excited for what's to come with this new CRM system as it will ultimately enable our team to build better customer relationships and provide even better service to our clients.



Announcements

L.R.E. Anniversaries

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Eddie Fagin	9
Wilving Santiago	4
Rich Blanche	3
Rob Napolitano	2
Joey Parish	2
Jennifer Johnson	2
Rodney Rydbom	1
Jamie Peak	1
Willie Thomas	1
Jamie Wrigley	1
Ryan Nutter	1
Jose Casilla	1



Top Row (left to right): Ryan Pride, Rachel Vitale, Mike Steed
Bottom Row (left to right): Jennifer Harris, Chris Williams



Letter from the CEO

Committed to Making a Difference

As we continue to REDFINE L.R.E. Ground Services, Inc. and L.R.E. Construction Services, LLC, I want to thank everyone for their commitment and dedication to changing the industry. I believe that as we march forward with this mindset, we will truly make a difference, as is already evidenced.

It is my desire to provide all of the tools for each one of our Team Members to succeed. We welcomed Jon, Andy and Nick from Supportworks last month to work with our Production Team. They dedicated three days to include trainings and jobsite

visits, which helped to drive home the steps of an effective Production Team. I am truly grateful for their time and expertise given to our Team Members and have seen the benefits pay off. We will be providing more training and tools to each of our departments in the future.

During the last Quarterly Meeting I announced that I will be presenting a CEO Award each quarter. This award is given to a Team Member whose work is exemplary, dependable and committed to L.R.E. So, my first selection was Jeff Morgan who has become an excellent leader and is committed to excel-

lence. Congratulations, Jeff, for being the first recipient of this award. I'm looking forward to announcing my next choice at our upcoming Quarterly Meeting.

I also want to give a shout out to our Sales Team Members for hitting a milestone during the month of August. It is truly wonderful to see the excitement and energy of all of our Team Members since the launch of REDEFINE...let's keep the momentum going and make a difference in the industry and our community.

-Raymond Woolever, CEO

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