

# Client Success Story

## BACKGROUND



“Night and day difference. Their staff is exceptional. Jon’s a great guy. He knows how to run a good business, and, yeah, we won’t be going to anybody else.”

**-Dagni Falvey**

Dagni Falvey is a homeowner in Scottsdale, Arizona, and actively manages a townhouse. Because she splits her time between living in two states, she relies on a reliable handyman service she can trust year-round. Scottsdale townhouses require routine maintenance, like painting, door adjustments, and light fixture installations. Dagni needed someone much more than a simple handyman. She needed a professional partner who understood the unique challenges of managing a property remotely for part of the year.

After years of working with a previously unreliable handyman, Dagni decided to seek a new service provider with quality workmanship and excellent customer care. She also required someone who could accommodate her seasonal schedule. About three years ago, Dagni discovered Mr Handyman of North Scottsdale through a flyer.

## CHALLENGES

Dagni had a lot of experience living in Scottsdale. She needed someone who was always reliable, and finding contractors who are willing to show up consistently is a struggle. Every alternative always faced a similar problem: a lack of professionalism and reliability. Previous work was too slow, and most contractors treated her property like a part-time gig. Over time, Dagni became frustrated with the lack of commitment.

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## OUR SOLUTION

Mr. Handyman took care of everything professionally from day one. Instead of waiting weeks for callbacks or dealing with unreliable scheduling, they began working on projects immediately. Right from the start, Jon told Dagni he would take care of everything as quickly as possible, and he came in person to make sure everything was handled correctly.

Services have included interior and exterior painting, door hinge adjustments and storm door repairs, furniture moving and arrangement, light fixture installations, and power washing services. Anytime Dagni calls in, she's met with responsive and friendly communication and thorough project coordination. The skilled team, which includes DJ and Kirk, delivers exceptional workmanship, and the owner, Jon, personally assists customers when the team is busy.

## OUTCOME

Dagni feels that the difference in service is extraordinary. The team is always punctual, honest, and professional. She insists that Mr Handyman is a cut above the rest because of the reliability and transparent pricing. The team consistently arrives exactly on time, provides up-front project quotes, and delivers final costs at or below estimates. Dagni has developed such trust in the company that she never questions her billing and is committed to using Mr Handyman exclusively for all future projects, saying matter-of-factly, "We won't be going to anyone else."

