



a **neighborly** company

# Client Success Story

## BACKGROUND



Karen Mossberger is a long-time Scottsdale resident. Like many residents, Karen realized she needed a reliable handyman service that could handle everything from emergency repairs to routine maintenance. For years, Karen and her husband struggled to find quality contractors in the area. About four years ago, they discovered Mr Handyman of Scottsdale and found exactly what they were looking for: a professional team that could handle a wide variety of tasks with consistent quality and reliability.

"We call Mr Handyman for nearly everything. The work is dependable, it's trustworthy, and I can trust Kaz's judgment. Do they stand by the work that they do? We found consistently that's true of Mr Handyman."

**-Karen Mossberger**

## CHALLENGES

Before working with Mr Handyman, Karen and her husband struggled to find contractors who would actually show up for scheduled appointments. They were often left dealing with no-shows that left projects in limbo. They also had to deal with companies that went out of business or simply disappeared between service calls, forcing them to keep searching. What they really needed was a single trusted resource that could handle both small tasks and major projects, but it was increasingly difficult to find a company that would do both.



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## OUR SOLUTION

Mr Handyman of Scottsdale provided Karen with the comprehensive solution she was looking for. The company offers a wide range of handyman services, including simple tasks like changing smoke detector batteries to major projects like flood restoration. Karen was frequently assisted by reliable technicians who became familiar with her properties and specific needs over the years. Because the multi-skilled team handles a wide array of projects, they didn't require multiple contractors, which is exactly what Karen needed.

Over the years, Karen has also experienced a responsive and friendly office staff. Dani is always cheerful and willing to answer questions when needed. The owner, Jon, coordinates scheduling and occasionally shows up in person. When a larger team or more complex project arose, the entire team came together to support as needed.

## OUTCOME

The results of working with Mr Handyman of Scottsdale have been completely transformative for Karen and her family. The relationship has lasted nearly a decade, and they've completely eliminated the frustration of no-shows and unreliable contractors. Karen now has Peace of Mind knowing that the work done is dependable and trustworthy. The whole family has streamlined their home maintenance with one point of contact for all their needs, and they consistently receive honest assessments about what work needs to be done along with fair cost estimates. Karen has such confidence in the company that she never questions her billing. The service has extended to other family members in the same building, creating a comprehensive maintenance solution for everyone.



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