

# She's My Handyman

Tina Gleisner leads a team of local techs ready to fix whatever's broken

By Rachel Forrest (reprinted with permission)

**R**ed shirts, black pants, logo cap, red and white van with a 32-foot ladder on top — it's standard issue for a My Handyman technician. In My Handyman central, a buzzing network of computers, beeping walkie-talkies and constantly ringing phones in the home office of Tina Gleisner — who owns our area's My Handyman franchise — keeps track of the technicians out in the field in the homes of Rockingham County clients in need of a fixit or two or three.

After 30 years in the technology field, the high-powered former executive has been running this household maintenance and repair service for almost a year in Portsmouth. Despite the occasional hiccup behind the scenes in the busy office, to the client, the whole operation runs like clockwork — Gleisner has the system down pat.

The customer calls in, and Gleisner gets all the information. She finds out the needs of the customer and determines if it fits into the long list of tasks the company's technicians can cover. She makes up a list of requests and sets up a time for the technician to come out and give an estimate. Estimates are not free, but in their vans technicians carry a supply of required hand tools and 10 power tools — a whole hardware store in a van — so that some jobs can be handled right then. The customer is sent an information packet right away with an estimate and a checklist, the estimate based on an hourly, half day, or day long rate and the cost of materials. And the technician gets there on time and ready to work.

The technician who comes to the home is not just some unknown Mr. or Ms. Fixit from a posting on the bulletin board at the supermarket. All of the technicians who work for My Handyman are screened with a full background check, and they're insured, bonded, and covered by workmen's compensation.

"People don't realize that when someone comes into the home to do work, the home-

owner isn't protected if something happens. If the worker is hurt, they can sue, if the worker damages something in the home, they have no obligation to fix it," Gleisner says.

My Handyman guarantees the work so that if the repair or task is not up to snuff for any reason, a technician will come back to fix it for free.

The technicians are adept at creative problem solving. When in the home, they can easily see how to maximize the time needed in the home and make suggestions about other repairs the homeowner might need.

Getting a home ready for sale; working for a builder in Newmarket that uses My Handyman for repairs, maintenance and painting in the homes of new buyers; taking up the slack for homeowners who just don't have the time or skills to take care of tasks around the home — these are general goals that encompass hundreds of tasks like fixing leaks, installing light fixtures, bathrooms, and awnings, unclogging drains, weather stripping, building a shed, cleaning up a garage or even putting up Christmas lights. They'll put together complicated exercise equipment and furniture, hang pictures and move furniture. They can do a whole job, or just part of a job, and as they come across a challenge, they learn as much as they can about how to solve it.

"This past winter, we had a lot of frozen dryer vents to fix. I researched the problem and learned that 14,000 fires a year are from dryer problems. I do the research and develop a package that I can send to the customer. We become experts in not just how to fix a problem, but in what causes it and how to prevent it. Eventually I'll put the information on a Web site."



**Tina Gleisner revs up her new business. Find out more at [www.MyHandyman.com](http://www.MyHandyman.com) or call 773-5904 in Exeter, 433-5905 in Portsmouth, or 432-5906 in Derry.**

Although Gleisner's previous career was in technology, she had experience owning and managing rental properties over the years. When she was looking for a new business and career, she wanted something that was a challenge and that brought her in touch with the community.

"I thought about personal coaching and financial planning but those were jobs, rather than a business. In those cases, I'd have to personally be the business, but I wanted to run a business. I felt that I'd developed strong business skills and that I could treat my customers and employees respectfully."

After she found the franchise, Gleisner saw that the My Handyman business model was a proven entity, and a company that she would hire as a customer — efficient, trustworthy, skilled, and run with the utmost professionalism.

In the future, when customers call looking for a larger job beyond the scope of the technicians such as jacking up a house, Gleisner would like to be able to help them find those services through the large network she's been building over the past year. She's tapped in to the many home repair shops and suppliers in the area.

But for now, all that pesky maintenance ignored in the house during the long winter, all the repairs left until tomorrow, and niggling tasks large or small there's not time to get to can be taken off the plate by My Handyman. Forget the "I should" and enjoy the weekend with the family instead.