

SOLUTIONS



LESCO

A NEWSLETTER FROM LESCO RESTORATIONS, INC.

JULY 2004



Here are some of the 32 Lesco CSAs now working in the newest addition to Lesco headquarters in Spartanburg.

How Does Lesco Serve Over 5,500 Locations?

Lesco gets it done with people, technology, and now, with expanded facilities. Lesco has completed a 4,550 square foot addition to its Spartanburg headquarters, bringing that building to 14,100 square feet of customer-serving space.

“Lesco has grown along with the needs of our customers,” explained Jerry Flynn, vice president of administration and human resources. “It takes people and equipment to serve some 5,500 client locations, and this new space makes it possible for us to forge ahead.”

In the newest building addition, 32 Lesco CSAs will provide Help Desk services to client locations from Hartford, Connecticut in the North, to Ft. Lauderdale, Florida in the South, and west to Fort Worth, Texas.



People-driven first, Lesco has put the best technology in the hands of those people. Shanon Snipes downloads his digital photos to his laptop, and using aircard technology, wirelessly transmits those photos and the accompanying reports back to Lesco.

Carolyn Chapman Named President; Lesco Now Woman-Owned Business Toby Chapman Moves to CEO

Carolyn Chapman, who has played an integral role at Lesco for the past 20 years, has been named president of Lesco Restorations, Inc. In addition, Carolyn, wife of Toby Chapman, is now majority owner of Lesco, making the company a woman-owned business.

“Carolyn led Lesco through the creation and development of what is now the industry standard in the help desk concept,” stated Toby Chapman, who now becomes chief executive officer. “The customer service that Lesco CSAs deliver through our Help Desk has been absolutely critical to our success.”

Carolyn Chapman is also a licensed real estate broker who has extensive experience as an educator. In addition, she served the people of North Carolina for 10 years, having been elected to three terms in the House of Representatives and two terms in the Senate.



Carolyn Chapman
President



Working Florida are Joe Thomas, Bill Roberts, Yadrn Yukopila, Chris Osborne, Randall Lamar, Tony Metheny, and Greg Hunter.

Lesco Techs Now Serve Florida Locations

The Sunshine State now has a strong Lesco presence as we grow to meet new business demands.

An experienced and well-equipped group of Lesco technicians is serving client locations across Florida, from bases in Panama City, Ft. Lauderdale, Ft. Meyers, Jacksonville, and Orlando.

'Small World' as Shriners Hospital Project Hits Close to Home for Chris Powell, Lesco CSA

When Lesco customer service associate Chris Powell saw the story about the Shriners Hospital project in the last issue of *Solutions*, she felt she'd reconnected with the past. You see, from age three months until 18 years, Chris was a patient of the Shriners Hospital in Greenville.

Chris joined Lesco in May of 2002 and has been providing exemplary service to customers as a CSA ever since. To know Chris around the office, one would never suspect the challenges she overcame as a child.

Chris was born on February 25, 1972 in Cowpens, South Carolina.

In May, a Lesco crew completed a three-month project on the Greenville Shriners Hospital, during which they cleaned, removed rust deposits, and recaulked the exterior of the facility.

Her parents, Charles and Margaret Murray, knew their baby girl had a problem at birth. Chris was born with an incomplete skeletal structure

in her left leg. She had no bone structure below her fibia.

In those days, a referral from a Shriner was a requirement for a child to be seen at Shriners Hospital. Chris

had an uncle who was a Shriner, and at just three months of age, she made her first visit to the Greenville Shriners Hospital.

After a thorough examination and analysis of options, Chris underwent amputation of the lower left leg in November of her first year.

"I was casted, and later fitted for braces," said Chris, "and I was age three when I learned to walk.

They fitted me with a prosthesis, and as I grew through childhood, the Shriners Hospital staff would provide me with a new prosthesis. I would be seen twice a year as an outpatient until I reached age 18, which is their cut-off age as a hospital for children."

All of this extraordinary medical



Lesco customer service associate Chris Powell overcame enormous challenges as a child, and she gives much of the credit to the people of the Greenville Shriners Hospital for Children. Inset in this current photo are a letter of thanks she wrote to the Shriners at age six and a baby photo with her mother.

care was provided without charge to her family, as is the policy for all patients at Shriners Hospitals.

"They're awesome," declared Chris. "I'd recommend them to anyone. It touches everybody to see these children and what can be done for them."

Twenty Years with Lesco Have Taken Wayne Moore from Rhode Island to Louisiana

With his "20-Year" Lesco watch on his wrist and his 1949 Gibson guitar in his lap, Wayne Moore paused to reflect along the shores of Lake Issaquena near his Central, SC home.

"I've done about everything since I came to Lesco," Wayne recalled. "I actually worked for Lesco when founder Les Jackson was here, and I've worked in about every aspect of the business."

Wayne has been willing to hit the road in his work, at times taking his family along with him. He confesses to pulling over a time or two on a road trip to

search for Native American artifacts, a hobby of his along with his bluegrass guitar and harmonica playing.

Wayne currently serves as

operations manager for the construction side of Lesco. He's a familiar face around Clemson University, where he and Lesco have completed numerous projects. His credits are too numerous to list, but include the Westin Poinsett Hotel and Shriners Hospital in Greenville, and Johnson Bible College in Tennessee.

"I've worked from Newport, Rhode Island to Fort Lauderdale, Florida, and my wife Janet has supported me all the way," said Wayne.

Their son John, 24, now works for Lesco, and their daughter Melissa is 14.



Off the job, Wayne Moore can often be found picking bluegrass tunes on his vintage flattop guitar.

Lauro Promoted to President of Restorations & Waterproofing

Lesco is pleased to announce that Lesco veteran Pat Lauro has been promoted to the newly created position of president of restorations and waterproofing.

Pat attended NC State University and majored in economics. He served his country in Vietnam with the 101st Airborne.

"I started in this business as



Pat Lauro

a laborer during college," stated Pat, "and worked my way up through all levels of the business. That's important because it gives me the experience to know the real world on the job site, where the important work happens for the customer. I appreciate the opportunity to put my experience to good use for our clients."

Lesco on Your Roof Means Information and Savings

The most vulnerable component of any building is the roof. After all, no other building element has the same level of exposure to the sun, rain, ice, and temperature extremes. When it comes to roofs, Lesco goes the extra mile in providing professional analysis and information.

"We offer as much or as little as the client demands."

"We're on rooftops all over the East Coast," said Mary Anne Martucci, Central Region manager. "Charlotte is one of our busiest markets, with clients such as Southern Real Estate, Wachovia, and SouthTrust.

"We offer as much or as little as the client demands.

For one client, we take responsibility for 36 building locations. We provide roof analysis complete with CAD drawings, roof photos, evaluations, forecasting on budgets for maintenance expenses, and preventative maintenance.

"It definitely prolongs the life

of the roof when you take care of it.

We show the client each and every penetration of each roof. And we help the client forecast expenses so budgets can be appropriate."

Martucci is the Lesco contact for North Carolina, Virginia, Maryland, and the District of Columbia. Reach her at mmartucci@lesco.net or 704-564-7408.



Mary Anne Martucci, FMA
Regional Manager
Central Region



The sun, rain, and changes in temperature make your roof vulnerable. Roof penetrations such as HVAC units get special attention from Lesco inspectors like Ben Carroll in Charlotte.

World Leaders Gather for G8 Summit; Lesco Plays a Role

Pulling off a successful and safe gathering of world leaders is no small accomplishment, and Lesco is proud to have played a role in the recent G8 Summit held June 8-10 at Sea Island, Georgia.

Working with Wachovia Bank, Lesco provided assistance in strategic planning for the bank's preparation for the Summit, which has had a history of attracting protesters.

"We assisted Wachovia with developing a plan to address the security concerns of its downtown Savannah location," said Kevin Mayfield, Lesco regional manager.

"Since the media was staying primarily in Savannah, the possibility of major protests existed there."

A Lesco technician stayed on site in Savannah throughout the conference, ready to address the security concerns and provide support in case of protester violence.

There were protesters, but fortunately for all, the meeting came off with no major problems.

The G8 Summit brought together the leaders of the world's major industrial democracies: Canada, France, Germany, Italy, Japan, Russia, the United Kingdom, and the United States. The European Union attends as an official observer.

As they have since their first meeting in 1975, the leaders discussed a wide range of international economic, political, and security issues.



The downtown Savannah location was in the center of potential protests.



Kevin Mayfield
Regional Manager
Southern Region

TECH TIP: Are Your Windows Leaking? Keep Records! Call Lesco.

Building managers should keep a detailed log of window or curtain wall leaks noting the date, location, and weather and wind conditions. Mark the leaks on a set of floor plans. This information is very helpful in finding the problem.

If your building is one year old or less, the general contractor's warranty normally applies. For buildings beyond the original warranty, contact an architect or engineer that specializes in forensic problems. A local waterproofing contractor you trust or other building managers can usually refer you to a reputable firm.

Window systems usually have either an interior drainage system or use a barrier that prevents water from

entering. Other exterior materials like precast, metal, or stucco must connect properly with the window system. Poor installation cannot be cured by caulking one window since the entire elevation is connected.

Repairs such as caulking an entire elevation and abandoning an existing drainage system are the easiest and least expensive. Other repair methods involve removing, repairing, and replacing the window units. These methods are very disruptive to tenants and extremely expensive.

So, keep good records and spend some time investigating the problem with a qualified contractor or engineer. If you have doubts, always ask for a second opinion.

To get an opinion from Lesco, contact Pat Lauro at plauro@lesco.net or 1-800-669-5950.

Completed Project Snapshots



Shriners Hospital for Children, Greenville, SC



Godfrey Hall, Clemson University, Clemson, SC

SOLUTIONS

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