

PEOPLE WATCH



Summer's made for people watching. See what these local business people have planned.

PHOTOGRAPHY
KEVIN BELANGER

LEESA FRANKLIN & LEESHA CUNNINGHAM

OWNERS
WOW 1 Day Painting Ottawa

What are your plans for a wow summer this year? This summer we plan to continue to expand our paint crews. Our specialty is repainting whole home interiors. We have further streamlined our process from job estimation, to colour consultation, to set up and project completion. With longer days, summer is always a busy but enjoyable time.

What's your favourite part about doing business in the summer?

We really enjoy the range of projects in the summer, which goes beyond interior painting. This includes prepping and painting siding, trim, decks, fences and garage doors.

What do you love best about the work you do? We love to hear people say WOW! That's the one word that gets used most often by our clients when they see a completed job. Each job, whether a few rooms or an entire house, is like a big reveal. The reaction on people's faces is incredible and makes us all proud. We also like the team building this type of business requires, and the ability to employ people locally and further train them.

VALÉRIE LAPENSÉE, OWNER Les Matelas Lapensée

What are your plans for the summer? We're making sure that, in addition to our Gatineau and Orléans stores, our newest Kanata location has a great first season. And since last summer was spent designing, constructing and preparing our Kanata location, I'm looking forward to spending more time with my family and loved ones this year.

What's your favourite part about doing business in the summer? Summer is our busiest season and definitely the most exciting! First, many people purchase a new mattress to invest in their own comfort and health. Also,

when people take their RVs or boats out for the season, they often realize these need more comfortable mattresses – and we make custom mattresses to help them truly enjoy their downtime.

What do you love best about the work you do? I love knowing we are providing locally manufactured, high quality mattresses. Our customers can enjoy their lives to the fullest because a good night's sleep contributes to a better quality of life. It gives me great pride to continue my family's legacy in doing so.

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ROGER HOLMES

GENERAL MANAGER/PARTNER
*Carleton Refrigeration Heating
& Air Conditioning Ltd.*

What are your summer plans?
Personally, I love camping with our grandkids and spending time outdoors, so I'll spend some time doing that. Business wise, we're continuing the expansion of our service area throughout Greater Ottawa and the Valley.

What's your favourite part about doing business in the summer?
The business focuses on different things according to the season, but I enjoy what I do year-round. No matter the season, I enjoy the fact that we are taking care of our customers and keeping them comfortable.

What do you love best about the work you do? I love providing old-fashioned customer service. That's a big part of why we're successful. And I also enjoy coaching and watching people grow within our organization, as our company grows.



JIM SOURGES, VICE-PRESIDENT
The Electrical & Plumbing Store Inc.

What are your summer plans? We are renovating both of our showrooms to provide the most up-to-date colours, styles and designs to our clients. The clean, white, base colours will be accented with beautiful, warm greys and finished off with large, bold tile patterns. I know our customers will love what they see.

What's your favourite part about doing business in the summer? After a long cold winter and brief spring, everyone is happier and much more relaxed. The coats and boots have been put away and replaced by

shorts and T-shirts. Everyone is just so happy to finally be back outside, sitting on the patio beside the barbecue, or in their brand new tub.

What do you love best about the work you do? I get to interact daily with some of the most talented designers and salespeople in the industry. We focus on creating plans and doing renovations that will transform our clients' homes into great living spaces they love. I'm proud of the fact we add value to our clients' homes with every product we sell them and every job we do.

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OWEN HEDLEY, CONNOR HEDLEY, DEVON HEDLEY, STAFF & DAVE HEDLEY, OWNER
Sanctuary Paint & Décor Inc.

What's on tap for you this summer? This summer is going to be busy as we focus on increasing our level of customer service. We recently launched our online consultation booking service, as well as an online chat portal on our website. And we have more plans in the works going into the fall, including a major remodel of our Kanata location.

What's your favourite part about doing business in the summer? We Canadians love our sunshine and spending time outdoors – but with our humid summers and unforgiving sun, making those outdoor surfaces

look their best can be tricky. We love working with our customers to find solutions, whether it's choosing the best Benjamin Moore paint or stain, or figuring out the best time to paint, because we are here to help.

What do you love best about the work you do? We are a family business, with two generations working in the stores. We love helping our customers in the community we serve to make their homes, including the outside spaces, a sanctuary: a place to relax and enjoy time with their families.

SERGE BELLAVANCE

CO-OWNER
Urban Quarry

What are your summer plans? I'll be spending some time with family in P.E.I. We have a cottage on the water and we like to spend at least two or three weeks to visit family there. Summer tends to be quieter because people take summer holidays, so renovations slow down a little bit for us. However, we do a lot of new residential work with builders to keep us fairly busy over the summer.

What's your favourite part about doing business in the summer? The weather – it's a lot easier for my team to work efficiently. We do our own installations, so not having to fight Mother Nature like we do in the winter, is a nice change.

What do you love best about the work you do? The satisfaction of our work comes from exceeding our customer's expectations in creating their dream kitchen projects. Kitchens are the main focal point in a house, so knowing that our customers are thrilled with our products, craftsmanship and customer service is very rewarding.

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CATHLEEN VAN DER WESTHUIZEN, *OWNER*
Gotcha Covered Inc.

How have you gotcha summer covered this year? Summer tends to be a busy time for me, but I am taking a family vacation to Portugal. I plan to enjoy wonderful food and wine, get inspired by the culture and visit some textile showrooms to look at drapery fabrics.

What's your favourite part about doing business in the summer? Summer is a great time to rejuvenate spaces with fresh new blinds and drapes. Homeowners often forget that window coverings not only add a polished, finished look to a room – and provide privacy at your fingertips – but they can also help with temperature control and reduce the amount of direct light pouring into a room, saving fabrics and artwork from fading.

What do you love best about the work you do? It's such a satisfying feeling to see how excited clients are when they get the full effect of their blinds and drapes for the first time. I love that I help clients pull their room together by adding that finishing touch. Window coverings truly make your house a home.

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(missing from photo: Keith, Susan, Robert and Al)
Normerica Timber Homes & Cottages

Tell us about Normerica: Since 1979, Normerica has created the highest quality timber frame structures across North America and around the world. We have a simple philosophy: to marry traditional craftsmanship with the latest engineering and building science, delivering nothing less than our customers' ultimate dream homes.

Why are your homes in demand? Stunning beauty and exceptional quality are what Normerica homes are renowned for, but our commitment to our clients – past and present – and an industry-leading warranty are what truly set us apart. Over the years, thousands of discerning customers have trusted us with their vision – most of those customers come from referrals.

What does every Normerica home have? Every Normerica custom home or cottage is unique, with two important similarities – an airtight, energy efficient building system and a timeless design that delivers harmony and warmth. Whatever your taste, our expert in-house design team will work with you to create a home that surpasses your expectations, today and for years to come. **OH**

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