



Berks • Fire • Water Restorations
1145 Commons Boulevard
Reading, PA 19605

SPARKS & LEAKS



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SPECIAL POINTS OF INTEREST

True Life: Brown 4

INSIDE THIS ISSUE:

Letter from the Lavenders 1

The Faces of BFW Jon Fetzer 2

Calendar of Events 2

Newsmakers 2

Out & About In the Community 3

What Our Customers Are Saying... 3



Letter from the Lavenders Being Thankful

The holidays are a joyous time of year. A time to give thanks and share special moments with friends, family, and loved ones.

One of the greatest gifts that we are continually given by the people in our lives is the gift of *Inspiration and Perspective*. We wish all of you a wonderful Holiday Season and Happy New Year. Thank you for placing your trust in us.

During this holiday season, we would like to pay it forward; the invaluable gift of inspiration and perspective we are given every day. We share with you this poem of Inspiration and Perspective and ask that you pass it along to someone who may need this from a friend this Holiday Season.

Be Thankful

Be thankful that you don't already have everything you desire
If you did, what would there be to look forward to?

Be thankful when you don't know something
For it gives you the opportunity to learn.

Be thankful for the difficult times
During those times you grow.

Be thankful for your limitations
Because they give you opportunities for improvement.

Be thankful for each new challenge
Because it will build you strength and character.

Be thankful for your mistakes
They will teach you valuable lessons.

Be thankful when you're tired and weary
Because it means you've made a difference.

It is easy to be thankful for the good things.
A life of rich fulfillment comes to those who are also thankful for the setbacks.

GRATITUDE can turn a negative into a positive.
Find a way to be thankful for your troubles and they can become your blessings.

-Author Unknown

Very Thankfully Yours,

Ted and Lisa Lavender

Ted and Lisa Lavender



CHALLENGE

STRENGTH

CHARACTER

GRATITUDE

Proud members of:



**Calendar of
EVENTS**

November 26th
**Happy
Thanksgiving**

December 25th
Merry Christmas

February 4th
**Berks Fire Water
Annual Open House**

Did You Know?

*How much did the
largest turkey ever
raised weigh?*

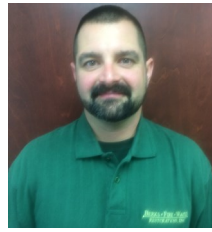
*Turn to page 3
for the answer*

SPARKS & LEAKS

NEWSMAKERS



The Faces of BFW: Jon Fetzer



Jon joined the Berks • Fire • Water Restorations, Inc.SM team on December 27, 2010. Jon started as a helper and was promoted to Team Leader specializing in anything mechanical. Prior to working at Berks • Fire • Water Restorations, he worked for six years doing HVAC in New Jersey.

Born and raised in Martinsville, New Jersey, Jon made his way to Pennsylvania in 2010. He now lives in Bernville with his wife of eight years, Kristy and three year old son, Colby.

“Anything outdoors is my type of fun,” said Jon. Growing up Jon lived in a log cabin in the mountains. So it’s no surprise that Jon will forever be spending his free time in the woods with his son, showing him the ways of hunting, fishing and the beautiful wild life. Being that Jon works a lot, he explained that his vacation destination of choice is anywhere he can spend time with his son and family enjoying some R&R. “It’s rare that I get free time, so when I do, I try to relax the best I can by doing the outdoor things I love,” said Jon.

Being a country boy at heart, his favorite artist is Jason Aldean and his favorite song is “My Kinda Party.”

HAPPY HOLIDAYS!



SAVE THE DATE
Berks • Fire • Water Restorations
Annual Open House
Thursday, February 4, 2016
5:00 pm ~ 7:00 pm

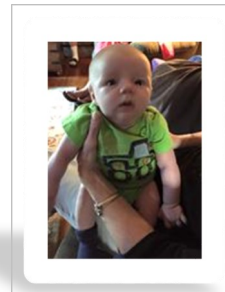
**Registration information will be forthcoming*

Our first *Newsmaker* comes from **The Mel Carwile Insurance Agency** located at **80 Abbeyville Road, Lancaster**. They have announced the hiring of **Chelsea Vatter** as a licensed agent. She holds both her P&C and L&H licenses. Chelsea is also recently married.

Courtney Gangaway was hired in May by the insurance firm of **Jay H. Lutz & Co., Inc.** located at **20 S. Fourth Street, Columbia**. Courtney has her P&C license and has been in the insurance industry for a number of years.

Moyer Insurance Services located at **324 Beaver Valley Pike, Willow Street** hired **Liv Heisler** last October. She is a licensed agent and is new to the insurance industry. She is also a huge Steelers fan!

There is a new addition at the **Greg Sallade Insurance Agency** located at **919 E. Main Street, Mount Joy**. Sawyer was born on August 2nd to agent **Sondra Iannelli**. Word has it he’s already studying for his P&C license.



Mike Kelly has been recently hired by **Zimmerman’s Insurance** located on **200 W. Main Street, Leola**. Mike is new to the insurance industry. He holds both his P&C and L&H licenses.

Shahira Vazquez-Colon has joined the **Dana Vaughan Insurance Agency** located at **1265 Lititz Pike, Lancaster**. Shahira started in April of this year and holds both her P&C and L&H licenses.

Emily Abrams was hired in September by **Cornerstone Agency Services**, located at **1356 Harrisburg Pike, Lancaster**. Emily is a licensed agent who has previously been in the industry.

(Continued on page 4)



OUT & ABOUT *In The Community*



Berks · Fire · Water Restorations was proud to participate in the Mifflin Area Fire Safety Event.



Berks · Fire · Water Restorations proudly sponsored and participated in the EPWPCOA golf tournament. BFW Team members pictured here (L-R) are **Trish Ream**, Restoration Manager, **Barry Hall**, Team Leader, **Eric Keller**, Project Manager, and **John Perella**, Team Leader.

What Our Customers Are Saying...

"The experience with Berks · Fire · Water Restorations was great. Everyone was responsive, communicated the process and completed it quickly. The work was perfect and we couldn't be happier with our experience."

K.S. - Mohnton



? **Answer:** ?

86 Pounds!



Berks · Fire · Water Restorations, Inc.SM participated in several Fire Safety Events in our coverage area for October's **Fire Prevention Month**.



Berks · Fire · Water Restorations, Inc.SM is proud to donate all plumbing installation to the **Olivet Boys & Girls Club** **Pendora Park Project**.

RESTORATION TECHNICAL

INSTITUTE

Knowledge, Passion, & Inspiration for Your Success

2015 UPCOMING CLASSES

December 7-8: IICRC Fire and Smoke Restoration Technician (FSRT)

December 9: IICRC Odor Control Technician (OCT)

December 15-17: IICRC Water Restoration Technician (WRT)

Please visit the RTI website at www.restorationtechnicalinstitute.com to register for upcoming classes.

TRUE LIFE: Brown

An email from a happy customer..... "I can't thank you enough for bringing up the bin of pictures. Although my house reeks now, they are VERY SPECIAL to me. If you look at my floor you will see pictures of me from a few months old thru high school. Was there more in the box that was just too bad to bring up? I ask because I have my daughter Lori all over the towels but not the other two. They could be in the file cabinet if they were not in the box. I will cross my fingers."

"I truly have tears in my eyes as I think about never having known that my pictures and memories were gone. If you have a minute, take a look at the paper my daughter Sherry wrote in LIKE 1986."

"My resolution is to be good to my brother," I am going to frame it for my son.

"What I am saying is that you may not know how important your job is. But I do. I can't thank you and Justin enough for caring enough to pull my silly little things out of the soggy stuff."

Deborah Brown



BERKS • FIRE • WATER RESTORATIONS *Welcomes*



New Employee
Aaron Stroup (Construction)



New Employee
Amanda Negri (Restoration)



New Employee
Garrett Roth (Construction)

NEWSMAKERS

Jeffrey A. Spotts, President of **Spotts Insurance Group**, has earned the prestigious **President's Award** from Nationwide Insurance for the fifth consecutive year. This award recognizes those agents throughout the U.S. who have demonstrated outstanding performance while providing professional advice and coverage that their clients need to protect what matters most to them and their families. **Spotts Insurance Group** has offices in **Wyomissing, Reading, Hamburg, and Schuylkill Haven.**

EHD has moved their offices from E. King Street to **1856 William Penn Way, Lancaster.** The beautiful new location will enable **EHD** to better serve their clients. They have also added **Julia Sechrist** to their staff. Julia is working as a Claims Administrator for the company.

We have several *News-makers* from **AAA Insurance Agency** in Schuylkill County. **Sue Smyrl**, the Agency Manager recently announced **Ann Marie Calabrese** celebrated her first year anniversary as a licensed agent. She is in the Tamaqua office located at **202 E. Broad Street.**

In addition **Wanda Kropp** was hired as a CSR in the Tamaqua office. Sue announced the retirement of **Chareen Yost** from the Pottsville office located at **340 S. Centre Street, Pottsville.** Chareen had 20 years with **AAA Insurance.** **Dollinda Linkhorst** is a newly licensed CSR from the Pottsville office and **Jan Fink** is now working out of the Pottsville office. Jan is a licensed agent/CSR with 28 years in the industry.

Congratulations and welcome to all News-makers!
If you have retired, moved your business, received new designations, etc. please contact Dan Wozniak at dwozniak@bfwrestorations.com.