

# Contractor Reference Database

## Updated

### Aug. 28, 2020

## Service Category: Miscellaneous

**Service Provided:** Pest Control

**Date Service Performed:** 7/18/2020

**Contractor Name/Company:** Aptive Environmental

**Contractor Phone Number:** 7203392847

**Does the resident recommend the contractor?** No

**Comments:** This company's sales reps have been coming by repeatedly to our street, using high-pressure sales tactics. Doing some research turned up information that dismayed me to the point of posting this warning to fellow homeowners. Just the fact alone that Aptive was sued in 2019 by the Pennsylvania Attorney General for "deceptive business practices" should raise red flags, since the sales reps coming around Ken Caryl are using the same tactics as described in the Pennsylvania lawsuit. Online complaints about this company seem to fall into 2 categories: 1. Sales: The reps are temp workers, who are lured by promises of upwards of \$25K pay for 4 months of work. They are paid on commission, based on a percentage of the dollar value of contracts sold and with additional bonuses for the reps who sell the most contracts. Even though they are temp workers, they are put through high-pressure sales training by Aptive. The reps are pushy, deliberately and persistently ringing and knocking at the door even when there's a "no solicitors" or "quiet – children sleeping" sign, because even an angry homeowner is still a better sales opportunity compared to no one at the door. If a potential customer complains about these tactics, the company will disingenuously disavow the behavior of these "independent contractors". The company follows a "churn and burn" philosophy: they don't appear to care about customer loyalty, only invading neighborhoods in swarms and signing up as many customers as possible in a short time. Offers for "one time" trial service or "today's special discount" come with a huge red string attached: no matter what the sales rep says to you, what you actually sign is typically an agreement for year-long contract. The customer may not realize right away, since the contract is whipped out quickly on an iPad, often with incomplete details and the rep reassuring the customer that they'll get an e-mail with the details later. Funnily enough, many customers find out later that the detailed contract does not include any of the grand, VERBAL promises made by the sales rep, but now the customer has agreed IN WRITING to something different than what they expected. The sales rep may reassure the customer about canceling the contract within 3 days, as required by law, but the company is known for being extremely difficult to reach when they know you want to cancel: 30 minute hold times, and repeated "accidental" hang ups are reported. If you cancel past the 3 days, you are charged a cancel fee of \$150+ for the company to recoup the "discounted" first service you were offered. 2. Service: Overpromise and underdeliver is a recurring theme. Once a homeowner is bound to a contract, the company is supposed to provide service on a scheduled basis. Problem is that the company likes to reschedule on short notice, solely based on company convenience, with little regard for the homeowner's preferences. And if the tech shows up when the homeowner is not home and some of the property is not accessible, the tech will perform a partial service and then charge the same price as a full service. Some customers have documented, via security camera, the techs doing a few minutes' work and then getting billed \$100+ for a full service. Multiple consumers also have raised concern about treatment ineffectiveness and/or some techs' evident lack of knowledge, though whether you get a good or bad tech seems luck of the draw. Hope this information helps a fellow homeowner.

**Service Provided:** Hauled away yard debris

**Date Service Performed:** June 28, 2019

**Contractor Name/Company:** The Junk Trunk

**Contractor Phone Number:** 3038150467

**Does the resident recommend the contractor?** Yes

**Comments:** We trimmed the pine trees and bushes in our yard. It would have taken us hours to cut it up small enough to fit into the trash and not to mention the countless trash bags it would have taken. The pick-up was quick and reasonably priced. The guy was courteous and did a great job cleaning up! We recommend them for all your haul away needs.

**Service Provided:** ATTIC INSULATION AND HOME ENERGY AUDIT

**Date Service Performed:** 8/19/2019

**Contractor Name/Company:** REENERGIZECO

**Contractor Phone Number:** 3032271000

**Does the resident recommend the contractor?** Yes

**Comments:** I had ReEnergizeCO come out and perform a home energy audit and eventually Attic Insulation blown in. They were thorough and were very nice individuals to work with from beginning to end. The energy audit was done first and this included pictures and the step by step process on what it is currently, and what will be achieved in the end. The report is approximately 20 pages long and very detailed and easy to read. This company works directly with Xcel Energy and they submit any rebates including the energy audit and the insulation itself. I went to Yelp and checked them out along with Google reviews. The cost is reasonable and the end goal is to save 20% in heating costs. They stand by this number. I now have R49 in my attic which is about 17-19 inches in

insulation depth. It was 8-10 inches before.

**Service Provided:** UPGRADE ELECTRIC PANEL TO 200 AMP SERVICE

**Date Service Performed:** 8/23/2017

**Contractor Name/Company:** GREYHORSE ELECTRIC

**Contractor Phone Number:** 7204702864

**Does the resident recommend the contractor?** Yes

**Comments:** KEVIN, THE OWNER OF GREYHORSE ELECTRIC, IS A MASTER ELECTRICIAN WHO WORKED AT REGIS UNIVERSITY AS THE LEAD ELECTRICIAN PRIOR TO STARTING HIS OWN BUSINESS. KEVIN DOESN'T CUT CORNERS BECAUSE SAFETY IS HIS UTMOST CONCERN. HIS PRICES ARE REASONABLE AND HE SHOWS UP ON TIME AND STAYS UNTIL THE JOB IS COMPLETE. HE ONLY GETS PAID WHEN YOU ARE SATISFIED WITH HIS WORK. NO JOB IS TOO SMALL OR TOO BIG. I HIGHLY RECOMMEND HIS SERVICES AND PLAN ON USING HIM AGAIN IN THE FUTURE.

**Service Provided:** Carpet Cleaning

**Date Service Performed:** 10/2/17

**Contractor Name/Company:** CT Solutions

**Contractor Phone Number:** 3036670117

**Does the resident recommend the contractor?** Yes

**Comments:** Needed to have carpet cleaned for small spots and general cleaning. Called Shane and scheduled appointment. He arrived on schedule, explained the process, assured me my carpet would clean well and totally delivered. Many times I have used carpet services and experienced little success in cleaning spots and noticeably dirty areas. Shane met his commitment. The carpet looks like new. And now a few weeks later, no spots have resurfaced. Shane was friendly, professional and very reasonably priced. I intend to use his company for all my future carpet cleaning.

**Service Provided:** Garage "make-over"--cleaning, decluttering, painting, installing storage units and shelving

**Date Service Performed:** October 26-28, 2016

**Contractor Name/Company:** Garage Guru--Chad Karst owner

**Contractor Phone Number:** 7204254187

**Does the resident recommend the contractor?** Yes

**Comments:** Chad helped transform our garage. First, He worked alongside me to clean out clutter--he arranged for a dumpster--and he helped me sort and toss out unneeded "stuff." He installed an overhead storage unit, stand alone shelves and workbenches. Also he installed a "Gladiator" storage system for hanging tools and miscellaneous items. He painted the interior and power washed the floor and helped me organize our remaining "stuff." Overall, we could not be happier with the quality of his work. He was professional and his expertise shined. I thought his fees were reasonable.

**Service Provided:** Fabricated and installed steam shower doors and half-wall

**Date Service Performed:** 9/29/2016

**Contractor Name/Company:** Denver Glass Interiors

**Contractor Phone Number:** 3037440350

**Does the resident recommend the contractor?** Yes

**Comments:** Denver Glass fabricated and installed our frameless steam shower doors and half wall when we did our recent master bath remodel. Quality work done in a professional manner.

**Service Provided:** bee removal

**Date Service Performed:** April 2016

**Contractor Name/Company:** Metro Bee Removal

**Contractor Phone Number:** 7208634877

**Does the resident recommend the contractor?** Yes

**Comments:** Highly recommend. Metro Bee Removal was very responsive in arranging a time to do an estimate and answering my extensive questions. Shane was clearly very knowledgeable about bees and bee removal. When he came to do the estimate, he discovered a huge swarm of honey bees had made their home in our eaves. We made arrangements for him to remove the bees and he even agreed to relocate them to a friend's home who was starting a new hive in her back yard at no extra charge. (Side note: the new location needs to be far enough away from your own home otherwise the bees will return.) He coordinated directly with the friend to arrange the delivery. When the day came to remove the bees, a spring storm was forecasted which could have killed the bees in their new home, so he kept them for a few days until he was able to safely deliver them. Regarding the removal itself, Shane was very thorough and very professional. He had to remove a portion of our eaves to get to the bees, and when he put it back together and sealed it, he even made sure the paint was just right... to the extent that he went to the store and color-matched the trim to ensure it was perfect. Shane Rodgers from Metro Bee Removal was very trustworthy and skilled, and I greatly respected and appreciated his professionalism and his humane approach to bee removal.

**Service Provided:** Remove Computer Virus

**Date Service Performed:** February 1, 2016

**Contractor Name/Company:** Professional Computer Service-David Twist

**Contractor Phone Number:** 7203388672

**Does the resident recommend the contractor?** Yes

**Comments:** This is the second time in a month this person came out and scrubbed and restored my computer. The second time, he was here for over three and a half hours and charged me half his normal fee. I hate to tie his hands by mentioning what he charged me, but it was less than two months of KCRMA dues. Plus he said call if I ever have a problem in the future and maybe he can just answer it over the phone.

**Service Provided:** electrical and plumbing

**Date Service Performed:** 11/9/15

**Contractor Name/Company:** Gary Harmon

**Contractor Phone Number:** 3038108818

**Does the resident recommend the contractor?** Yes

**Comments:** My circuit breaker tripped in main CB panel box, and wouldn't reset. Called Gary who was out of town but helped me over phone. I gave him details of my problem, he suggested a few things, I got the parts and fixed the problem. He was easy to understand, thorough, patient and supportive. Called him the next day to tell him his advice worked and how much I appreciated his time and help. He would not accept any gift cards to thank him, saying he's just happy to help over the phone if he's out of town. Gary had also helped me with a difficult plumbing problem the summer of 2015, when I had to shut off main water valve at the street to replace 2 leaky water main shut off valves in my basement. And after I cleaned rocks, silt and clay out of the 5 foot long pipe in ground, in the sidewalk in front of my house, Gary still had to access the valve at bottom of this pipe which now had shifted and was not directly over the shut off valve. He still got valve shut off OK, did basement valve repairs, and opened shut off valve at street again. Highly recommend Gary for difficult plumbing and electrical problems. Reasonably priced also.

**Service Provided:** Plumbing remodel

**Date Service Performed:** 5/5/2015

**Contractor Name/Company:** Gary Harmon Handyman

**Contractor Phone Number:** 3038108818

**Does the resident recommend the contractor?** Yes

**Comments:** I am the original owner of a home in Ken-Caryl that my wife and I had built 30 years ago. We wanted to remodel our 4 upper floor faucets and the kitchen and outdoor faucets. I found Gary from an ad in Life at Ken-Caryl. Gary did a great job. He was prompt, courteous, very knowledgeable, a good worker, provided me with good advice and money saving tips, and did a complete clean-up. His prices were very fair. I plan to hire Gary in the future as needed. Gary does plumbing and electrical work.