

Handyman Extraordinaire

This past week, I interacted with several people who went out of their way to provide good customer service. There was one man who has helped me before, but this time it was true generosity. That man is Filiberto “George” Dones, a handyman that thinks more about others than how much money he can make.



I first met George when my front door was kicked in during a burglary, and the insurance adjuster asked George to fix the damage. Later on, my wife and I decided to replace the front door with a door that had a glass insert. The front door faces the sun and it had been many years since I did my best to refinish it. It was not looking very good so I began to research obtaining a new door. In that process, I told George what we were looking for and asked if he would hang the door. He told me he could get the door we wanted at a better price and he would pick it up and bring it to our home. And he used his handyman discount to allow me to buy the hinges. He hung the door and told me a good place to have it finished. I took the door down, replaced the opening with my old door and had the door finished at the place that George suggested. Once finished, I rehung it, and now my wife and I have a nice-looking door thanks to George and at a price better than if I had not contacted him.

The story only gets better because of the type of man George is. Recently, the water shutoff valve to one of our toilets began to leak. It should have been a simple thing to replace. My first problem was that when I bought my first replacement valve, I did not realize that there are two sizes of threads for this type of valve. I bought the wrong size and at first, I could not understand why it would not fit. The work space was small and it was difficult to see the problem. It took me several trips to the hardware store to understand the problem but after my third trip, I now understood. So, now it should have been a simple replacement, but it still leaked. In my desperation, I called George. He said he was headed over my way for some other work and he would stop by. Once he arrived and in less than a half an hour, he had it fixed. When I asked for his price, he said it would cost me nothing as it was a simple fix for him. How often do you run into someone with that quality of generosity?

I used to fix just about everything myself but as I age, it has become more difficult, so George is the person I will now always go to when I need a handyman. And whenever I can, I will refer others to George. I have been in scouting (as in Boy Scouts) for 35 years and he is what I would call a true scouter!