

# 2016 Progress Edition



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Special To The Citizen, Clarkston News, Lake Orion Review and Oxford Leader, March 2016

# Lake Orion Roofing dispels insurance claims rumors after natural disaster

Did your neighbors get new roofs last year? After a catastrophic hailstorm hit downtown Lake Orion two years ago, over 90 percent of roofs that Lake Orion Roofing has inspected had roof damage.



Many homeowners were completely unaware, until Haag Certified Lake Orion Roofing Inspectors climbed up to take a look.

The storm that flattened 3,000 evergreen trees left many residents worried—should

they, or should they not file a claim?

Nobody wants their insurance rates to increase, however, according to the National Storm Damage Center, typically insurance companies cannot single out a homeowner for a rate increase based on an “Act of God” storm damage claim. Instead, insurance companies can raise rates for everyone in the affected area.

In other words, whether or not you file a claim, everyone will see an increase in insurance rates for a natural disaster.

“So if you don’t file a claim, your increase in premium will pay for everyone else’s repairs, except yours. You should never have to pay for your neighbor’s roof,” Lake Orion Roofing Owner Mark Southern said.

Lake Orion Roofing, located at 881 Brown Rd., knows the claims industry inside and

out, and for over 30 years has helped customers successfully complete the entire claim process, from start to finish.

“Nobody gets individually punished for filing a claim from a natural disaster,” Carla DeVito said, roofing manager. “We want to make sure that our customers are aware that whether or not they have any damage they need to at least get an inspection.”

Many homeowners may have limited time to file an insurance claim, and could potentially miss the opportunity to utilize their homeowners insurance to repair any damage to their homes by waiting too long.

With their free assessment policy, Lake Orion Roofing will provide homeowners with proof of damage to take back to their insurance company if any damage is found to their homes.

“It’s a painless process for the customer,” Southern said. “We walk them through each step of the claims process, from filing a claim to installing their new roof, with a complete guarantee of our workmanship.”

The truth is, the chance of damage to your home after a storm is greater if other repairs have been made in nearby houses. And, hail damages is very difficult to detect, occurring in roofs, siding and windows.

Lake Orion Roofing assessed and replaced over 600 roofs since the hailstorm and Southern guarantees there are still more out there with roof damage.

“Most people think that their house is okay,

but they have no idea unless we get up there and look at it. The people that called us last year were literally amazed. We’re here to help the people whose homes were damaged, don’t know it, and are going to be punished later.”

A good test to know whether or not their home has been damaged is to first look around the neighborhood.

“One of our first questions is whether the homeowners has noticed any activity in the neighborhood,” DeVito said. “If the answer is yes, then at that point you more than likely have damage.”

Other signs include collateral damage discovered around the bottom sections of your house to windows, trim and decks, which typically indicates roofing damage above, Southern said.

Homeowners even have the option to utilize Lake Orion Roofing’s work authorization policy, which allows the company to deal directly with the homeowner’s insurance carrier on their behalf and complete the process for the homeowner. All the owner must do is file the claim, pay the deductible, and Lake Orion Roofing will provide the rest.

After 30 years of business in Lake Orion, and with certified, professional roofers, Lake Orion Roofing cares for each of their customers like family.

“We have helped a lot of people out of a tough time,” DeVito said. “We genuinely care about our customers and we want to make



Lake Orion Roofing finds hail damage after inspecting the integrity of this homeowner’s roof. Damaged shingles are not as effective in protecting the home from further leaks.



After working with Lake Orion Roofing the homeowners have new roof, guaranteed under the business’ workmanship. For a free assessment, call 248-393-0055. sure they are satisfied their first time around. And unlike the numerous door-to-door contractors who leave the state after a roof installation, we’re right here in your backyard.”

For your free assessment to see if you qualify for an insurance claim, call Lake Orion Roofing at 248-393-0055.

## Thanks for Voting LAKE ORION ROOFING as the 2015 “Best of the Best” Roofing Company



The owner & staff at Lake Orion Roofing would like to take this opportunity to “THANK YOU” for choosing us as your #1 Roofing Contractor. We take great pride in knowing you have selected us above all others for our service and quality workmanship. For over 30 years, we have been a fixture in the area and will remain so for years to come. We are committed to bringing you, our customer and neighbor, the very best in quality and service.

Our commitment is to educate each of our customers in order for them to make an informed decision in selecting the right contractor for their project. We only install quality products from manufacturers such as CertainTeed & follow installation standards set forth by the National Roofing Contractors Association. We take pride in the fact that all of our installers must be certified as CertainTeed Master Shingle Applicators. We want to ensure you will have peace of mind knowing that you have selected the best roofing contractor for your home.

Not only are we able to handle all your roofing needs, we also install siding, gutters & insulation as well. We have a repair & service department to perform repairs to roof systems or temporary repairs until you’re ready for new roof, siding or gutters. Call us today at 248-393-0055 to schedule a free inspection & estimate. Our motto we live by is “Above All... Customer Satisfaction”.

### Storm Damage & Claims

- Hail damage is very difficult to detect and often occurs to roofs, siding & windows.
- You may think you don’t have damage since you can’t see any signs of damage, or because your roof isn’t leaking.
- Many homeowners discover major roof damage after it’s too late to file a claim
- It’s highly recommended to get a full property damage inspection after severe storms
- Over 90% of homes we inspected had storm damage that many owners were completely unaware of.
- All Lake Orion Roofing inspectors are Haag Certified Inspectors specifically trained to inspect for damage.
- Call us to inspect your home to insure you do not have damage.
- Are you currently struggling with an existing claim? Call us, we’ve helped process dozens of existing claims for homeowners to insure all damage is handled properly.
- We can help you throughout the entire claim process, start to finish. We’ve handled hundreds of customers & know the claims protocol / process very well.....



**We have helped 1000’s of satisfied homeowner’s with claims...why not you?**

# Why LAKE ORION ROOFING?

## Real Life Testimonials!

### Absolutely Amazing Company!

As with many other Lake Orion residents and business owners, the Orion Art Center was hit hard in the "Storm of 2014"!

Our insurance company sent out a claims adjuster shortly after the onslaught. We were sadly surprised when the claim came back in for a total of \$7400.00! This "complete assessment" included such things as; 9 individual shingles, a very small percentage of siding, on one side ONLY!

Things just did not seem accurate so we decided not to move forward with any repairs until after we contacted LAKE ORION ROOFING. I personally met Mark Southern and Ben Sprague of Lake Orion Roofing after they repaired damage to my grandmother's home caused by this very same storm. They were fantastic to work with and I knew I needed their help!

They reopened a case with our insurance company. Brought out another new adjuster and together with them, did a COMPLETE assessment of the real damage! Bottom line is what started out as a claim of \$7400.00 from the original adjuster.....was now in excess of \$41,000.00!

Thanks to Lake Orion Roofing and Mark Southern the Orion Art Center will now have a proper and complete makeover. I strongly recommend that anyone who's home or building of any kind that got damage by the storm of 2014 or any other....do yourself a major favor and contact Mark at Lake Orion Roofing before anyone else. It's the best decision you'll ever make!

Sincerely the new **Orion Art Center**

### I Would Highly Recommend!

I was only two weeks from arbitration over a dispute with my insurance company when I met with Mark at Lake Orion roofing. He analyzed the extend of the damages to my roof due to hail and wind and determined the we were not getting a fair offer from the insurance company and were going to have to pay for most of our roof replacement out of our own pockets. Using his vast experience in these matters he quickly headed off arbitration and got a new inspection ordered. He personally met with the inspector and walked him through the issues and at the end of the process we were covered for all of the damages that occurred. The work Lake Orion roofing performed was excellent and I recommend him for all of your roofing needs.

### They Did A Fantastic Job!

I called a roof repair "expert" that told me I had severe storm damage. "The worst he had seen." The insurance company intimidated the roof repair "expert" and said it was from sun damage, ext. and that it was not from "that" storm. The roof "expert" I had called said there was nothing he could do about the claim but I definitely had Hail and Wind Damage and that I needed a new roof.

My neighbor had a similar situation and told me things turned around once they contacted Lake Orion Roofing; all their problem were solved.

I called Lake Orion roofing and this is when the story finally improved. Together Mark (Lake Orion Roofing) and the Insurance Company inspected my roof. They determined my roof needed to be replaced and the supervisor even said "There was no question my roof needed repaired."

The good news. Thanks to Lake Orion roofing, I have a new roof, and they did a fantastic job.

I would highly recommend!

Mitch Kline

### This Guy Knows What He's Doing!

The Results are Amazing!

It never occurred to me to even file an insurance claim until I overheard several co-workers discussing similar situations with their homes. I decided to call a contractor, based on hearing how good they were on a radio show.

This contractor came out, took a look and my roof and aluminum siding and informed me that they could provide a quote on a new roof, but not the aluminum siding, because they felt it was only slightly damaged.

I checked with my co-workers that live in the area to ask which contractor they were using - Lake Orion Roofing! 'Why do you like them?' "Because they are outstanding!"

Mark Southern personally came out to inspect the damage. He was amazingly efficient and thorough as he reviewed and captured the damage - This guy knows what he's doing. Mark uncovered a great deal of damage the storms had done to my home. He worked diligently with my insurance company to make sure all the damage was addressed. Lake Orion Roofing did all the hard work with the insurance company for me.

I can't begin to speak of how supremely skilled and professional Mark and his roofing and siding team were. Hands down, the best contractor I have ever worked with! The results are absolutely amazing! I wouldn't use anyone but Lake Orion Roofing!"

- An extremely satisfied customer. PR

We have successfully completed 1,000s of storm damage roofing repairs. Lake Orion Roofing has extensive experience in working with insurance companies to replace your storm damaged roof, siding, windows, awnings & more!



**Lake Orion Roofing has HAAG Certified Inspectors which Carries a Deeper Level of Credibility.**



**30 Years Strong**

**248-393-0055**

**"Above All... Customer Satisfaction"**

[www.lakeorionroofing.com](http://www.lakeorionroofing.com)

# Brandon 2025 takes aim at the future with an eye on today

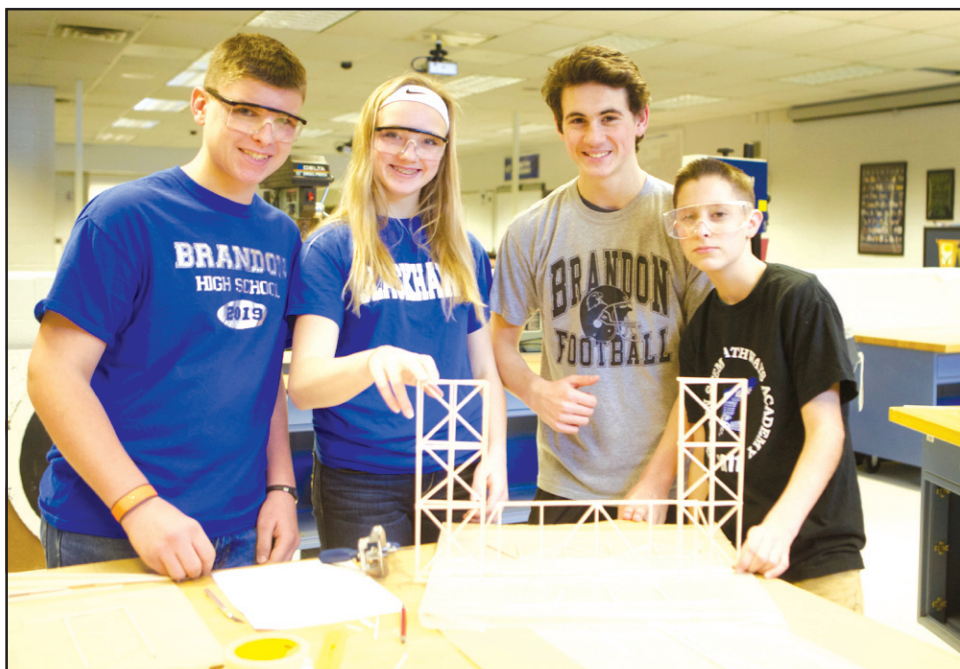
Designing and building a prosthetic hand that actually works. Rubbing elbows with designers and engineers at the North American Auto Show. Flying stealth drone missions and capturing footage heretofore deemed unattainable.

To many, that sounds like the making of a 'Bucket List.' To Brandon High School STEM (Science, Technology, Engineering, and Math) students, it's just part of their regular hands-on learning in the popular program now in its seventh year.

"We get to take some amazing field trips where we get to experience what we have learned in the classroom in a different setting," said BHS sophomore Emily Davis, who had just returned from a visit to Oakland University's School of Engineering and Computer Science. "The prosthetic hand activity was awesome."

According to Brandon's Career and Technical Education (CTE) director Eric Lott, Brandon High School's STEM program is unique.

"We are one of 22 programs in the state certified as CTE compliant," Lott said. "Our curriculum is aligned with state standards and a team of engineers reviews our material to make sure the students are receiving a program that matches current indus-



From left, Joe Prentice, Kalin MacQueen, Jakob Sulisz, and Ian Ladd. Brandon High School STEM students.

try practices."

The results are impressive, as the STEM program has grown every year. According to technology instructor Patti Dzabanski, this is the biggest it has ever been.

"Our kids are great," she added. "And

next year, for the first time, we will have a senior-year Capstone class for the students to complete a STEM project of their choosing, explore STEM careers, and spend their last year in high school with their STEM family."

The statistics surrounding STEM graduates are well known, as STEM job opportunities are expected to continue to grow faster than jobs in other sectors and STEM jobs tend to pay higher salaries than jobs in other fields.

But that doesn't seem to be why so many Brandon students are enrolled in the program.

"The teachers bring some real world expertise to our classes," said sophomore Morgan Ross. "They've worked in various industries and do a nice job of sharing their experiences with us."

As for the future of the STEM program at Brandon? Superintendent Dr. Matt Outlaw sees bigger things ahead.

"We have a gem of a program here, and it's something we want to continue to grow," he said. "We field calls from families and schools in other districts wanting to know more about the program, and anybody who has been a part of it knows how special it is. It is a key component of the continued success of our students."

For more information about the STEM program and how it may be right for your family, visit [www.brandonschooldistrict.org](http://www.brandonschooldistrict.org) or [www.brandonstem.com](http://www.brandonstem.com).



## Brandon Preschool Programs

Brandon Preschool Programs were recently awarded a 5-star rating by *Great Start to Quality* - a division of the Michigan Department of Education. This is the highest ranking a preschool program can achieve!



### UPCOMING EVENTS

- Early Childhood Orientation - Thursday, March 10 (Brandon ITEC Center)
- Early Childhood Open House/Registration - Tuesday, April 12 (Harvey-Swanson)
- Early Childhood Open House/Registration - Thursday, April 14 (Oakwood Elementary)



For additional information including times, please visit our facebook page. [facebook.com/BrandonEarlyChildhood](https://facebook.com/BrandonEarlyChildhood)

# A School for the Mind & Body is character education with a nutrition & exercise emphasis

A School for the Mind and Body (SFMB) is based on academics, character development and personal health and wellness.

“We believe that character education, nutrition and exercise are equally as important as reading, writing and arithmetic,” Owner/Creator Nanci Canine said.

Nanci Canine was on an airplane with her husband when she was inspired to create a school.

“I grabbed a napkin and wrote down a basic business plan,” she said of the event which led to the 2005 creation of A School for the Mind and Body. Now 11 years later SFMB has grown to over 150 students and has impacted hundreds of other children when it comes to “healthy living”. SFMB’s curriculum has not only prepared students for the next educational level but many students have been “advanced”.

Here is what one parent says: “Thank you to Mrs. Neumann. Mia has been advanced to 1<sup>st</sup> Grade! She was so prepared for Kindergarten and has made a wonderful adjustment to school. Thank you to SFMB and the staff for such an awesome educational experience for our daughter!”

Canine explains: “Our program is based



The dedicated staff of A School for the Mind & Body is excited to help your child learn and grow. Call (248) 814-7100 to enroll for Fall 2016!

on a “**Concept of the Week**” that is integrated into four **Educational Units – Thinking, Learning, Nutrition, and Exercise.**

For example, if the concept of the week is love, children will define and practice love through the **Thinking Unit**. During this time teachers and students will discuss how parents love their children and how children love their parents. The **Learning Unit** will cover

the letters L.O.V.E. Our **Nutrition Unit** will be dedicated to discussing ways to love our bodies through healthy food choices. Finally, children will learn ways to show love to their bodies through exciting games and physical activities during the **Exercise Unit**. Each concept will also be taught and applied through art projects, dance, drama and story.”

The SFMB environment and the spirit of

“love for learning” is what sets the school apart from other preschool learning centers. The state of the art facility and the educational staff has through the years provided a curriculum that each child can use to be successful! Listen to this parent: “Thank you for all of the love and care you give to our children and instilling the love of learning inside them at such an early age!”

SFMB Fit Families has also been recognized by the public school systems for their physical education program. Many have adapted SFMB’s FF program to their own physical education programs! Personal trainers provide a nutrition and exercise curriculum that the children do both at school and at home learning how to maintain a strong healthy lifestyle!

SFMB is shaping the lives of young children to be conscientious, confident, excited to learn, and committed to healthy living. They have taken Early Childhood Learning to a whole new level! They truly mean: “Saving Our World of Tomorrow through Our Children Today”

To learn more of SFMB’s unique curriculum please visit our website [www.schoolforthemindandbody.com](http://www.schoolforthemindandbody.com) or call (248) 814-7100 to visit our school.

## ENROLL NOW

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Call for more information **248-814-7100**  
or visit our website at [www.schoolforthemindandbody.com](http://www.schoolforthemindandbody.com)



# Randy Wise Ford-Ortonville where the customer comes first

Randy Wise Ford-Ortonville has been serving the community since 2004 and has now become northern Oakland and southern Genesee counties destination for new and used vehicles. As a result of the growth in 2013, they expanded their facility at 986 S. Ortonville Road from 5,000 square feet to 20,000 square feet to meet the needs of the community.

"We've doubled our selection," said Joe Greene, manager. "The expanded show room and service area continue to provide a growing customer base and vast selection of cars and trucks. Today we have more than 200 new vehicles and 400 used vehicles available."

Ford Motor Company continues to be a leader in the auto industry. For example, in 2015 Ford introduced the F-150 made of aluminum, dropping 700 pounds from America's best-selling truck in the drive to save fuel. This year Ford continues to set the bar higher by introducing the only heavy-duty pickup, the F-250 and F-350 with the high strength, military-grade aluminum-alloy body.

"From the sporty Mustang to the versatility of the Escape to the Focus and Edge, what ever your driving needs are,



The friendly staff at Randy Wise Ford Ortonville.

Ford has a vehicle for you," he said.

Randy Wise services all makes and models of vehicles, from oil changes to diesel engine repair. With motorists now keeping their vehicles an average of about 11 years and often more than 200,000 miles, maintaining your ride is key. Let the certified specialists at Randy Wise Ford use the right oil and filters along with free alignments plus a multi-point inspection to keep that vehicle operat-

ing at peak efficiency.

"We care about customers. Our reputation for quality work is second to none," he said. "We fix it right and return your vehicle in a timely manner."

Check out some of the great lease options available at Randy Wise Ford-Ortonville. The dealership works with all credit organizations and can guarantee financing. Greene notes that leasing is a good option, even for motorists

who put a lot of miles on their vehicles. Buy an extra mileage and trade your vehicle in after a 2-3 year lease, without having to feel the pain of depreciation.

We have a great selection of Ford Certified vehicles. You can check them out at [RandyWiseFord.net](http://RandyWiseFord.net).

Randy Wise Ford-Ortonville remains committed to the community—sponsoring the Drive One 4 UR School event twice a year with Goodrich in the spring and Brandon in the fall. Community members are invited to test-drive one of seven or eight new cars or trucks that Randy Wise brings to the schools. Ford Motor Company and Randy Wise Ford Ortonville will donate \$20 for each test drive (one per household), up to \$6,000 can be earned for each district.

Randy Wise Ford-Ortonville, 989 S. Ortonville Road, is open 9 a.m.-8 p.m. Monday and Thursday, 9 a.m.-6 p.m., Tuesday, Wednesday and Friday, and 9 a.m.-4 p.m., Saturday for those in the market for a new vehicle. Service hours are 7 a.m.-6 p.m., Monday through Friday and 8 a.m.-2 p.m. Saturday 888-482-1658.



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[randywiseford.com](http://randywiseford.com)



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Thank you for making us your **#1 choice** for your roofing needs! Over 30 years in business and here to stay!



All Lake Orion Roofing Installers are CertainTeed Master Shingle Applicators

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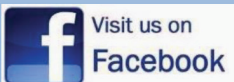
881 Brown Road, Lake Orion

**248-393-0055**

[www.lakeorionroofing.com](http://www.lakeorionroofing.com)



Personal Checks Accepted



Winter cannot go on forever, and it warms the hearts of everyone at Lourdes Senior Community in Waterford that numerous outdoor activities are ahead for residents and staff at Fox Manor on the Lake, Mendelson Home, Lourdes Rehabilitation and Healthcare Center and Clausen Manor.

Each building has an activities director who ensures there is plenty to do in any season. – Tammy Keeley at Fox Manor independent living, Deana Wiegand at Mendelson Home assisted living, Jacqui Baker at the Rehabilitation and Healthcare Center and Melissa Sexton at Clausen Manor memory care.

The beauty of 33 acres on the shores of Scott Lake lends itself to numerous outdoor activities. Lourdes has a pontoon boat on which residents can take rides or bring a pole for fishing. There also is a lakeside dock for fishing, and a nearby gazebo provides an excellent vantage point overlooking the lake.

Wooded areas feature paths for walking and biking where the trees are pretty in spring, summer and fall – even in winter with snow covering the branches. And there is always a chance a walker might see a deer.

Of course, Lourdes also features several indoor activities: painting, jewelry making, crafting, cooking and baking, vocal and chime choirs, music and art therapy, computer lessons, entertainment, games such as Wii Bowling, family events, fun times with elementary and high school students and themed meals.

Each home has its own kitchen and culinary staff dedicated to providing a variety of great tasting foods. Chicken enchiladas, kabobs and pasties are among resident favorites, and fresh soup is prepared daily.

At the center of life at Lourdes, is a foundation built on the Word of God. Sister Teresita Lipar presides over the pastoral staff, all of whom are trained



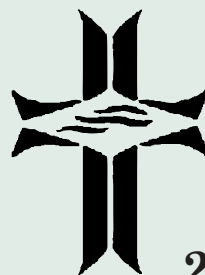
to meet the spiritual needs of residents, family and visitors. Pastoral ministries include mass and other chapel services, sacraments, prayer for healing and comfort, Bible study groups and spiritual pilgrimages.

Lourdes Senior Community is home to more than 250 residents. Sponsored by the Dominican Sisters of Peace, it has been serving seniors since 1948 with

four core values, Dignity, Service, Compassion and Spirituality, regardless of race, color, creed or religion. The Rehabilitation and Healthcare Center has been named one of the nation's best by U.S. News and World Report and overall community selected Best of the Best for senior living eight years in a row by readers of the Oakland Press.



*Dignity*  
*Service*  
*Compassion*  
*Spirituality*



**LOURDES**  
 SENIOR COMMUNITY

2300 Watkins Lake Rd, Waterford

248-673-1720

[www.LourdesSeniorCommunity.org](http://www.LourdesSeniorCommunity.org)



# Our Customers Say It Best



## ROOFING, SIDING, & GUTTERS

We had some preventative maintenance work done for an architectural roof wall section that was damaged by ice dams. Ryan was the repair person assigned to the job and he was great! Ryan was professional and took pictures of the job for me. He was a nice person and did quality work. He answered all questions and was very knowledgeable. He had worked on a different area of my home previously and did a great job there too. The VP (Dillon) was also available for questions. They added a gutter too in order to help better preserve the newly repaired area for the long run. It was preventative work to avoid water getting into the house in the future. We are confident that this company saved us some future headaches.

E. Cuneo, Clinton Twp.

## ROOFING, GUTTERS & COMPOSITE TRIM



We had a new roof installed by SureGuard. It went extremely well from start to finish. I called to schedule a quote and Dillon came out within a few days to provide it. He then came back a second and third time only because I was indecisive, he was very patient. He was extremely professional, knowledgeable and courteous. Our roof was scheduled to be replaced within a week of signing the contract. We had a leaky roof and they prioritized us and we couldn't have been more grateful.

The price was a little more than other quotes we received and less than one. I think it was fair. I had a good feeling about this company so I went with my gut, not the checkbook

When the crew arrived on a Saturday morning they got right to work. setting up taps and rearing off the old roof. Everything was going according to plan until they discovered a huge wasp nest in the corner of our house. The amount of wasps was unbelievable and they stung three of the crew members. One was allergic and was taken to the hospital. The crew of seven was now down to five. This didn't stop them. Dillon went and got wasp spray and sprayed them enough to work in safe conditions. They finished the job in one day even with a small crew.

After one big rain storm we noticed there was a leak in the garage. We called Dillon and he came over within twenty minutes and found the problem. Near where the wasps were there was one nail that was nailed below the nailing strip ( I think that's what it's called). He fixed it right away. I find no fault because those wasps were atrocious! I would definitely use these guys again.

N. Egan, Lake Orion



## ROOFING

I was very happy with my SureGuard experience. After receiving a number of quotes from other roofing companies, I chose SureGuard because the owner was very professional in his sales approach discussion of my roofing needs, even though the price was in the higher range of quotes I received. SureGuard crews were friendly and performed their work in a timely manner and the owner contacted me on a daily basis with updates regarding any work related issues, especially with respect with the weather and I never had to chase SureGuard for information and my telephone calls were timely returned.

## INSULATION



I had a lot of heat going into my attic causing ice dams SureGuard came out & boxed in and sealed any areas also installed two direct air vents out the roof for stove & bath. They then corrected air flow with foam crates and blew in insulation covering the entire attic and rebuilt the attic close out box.

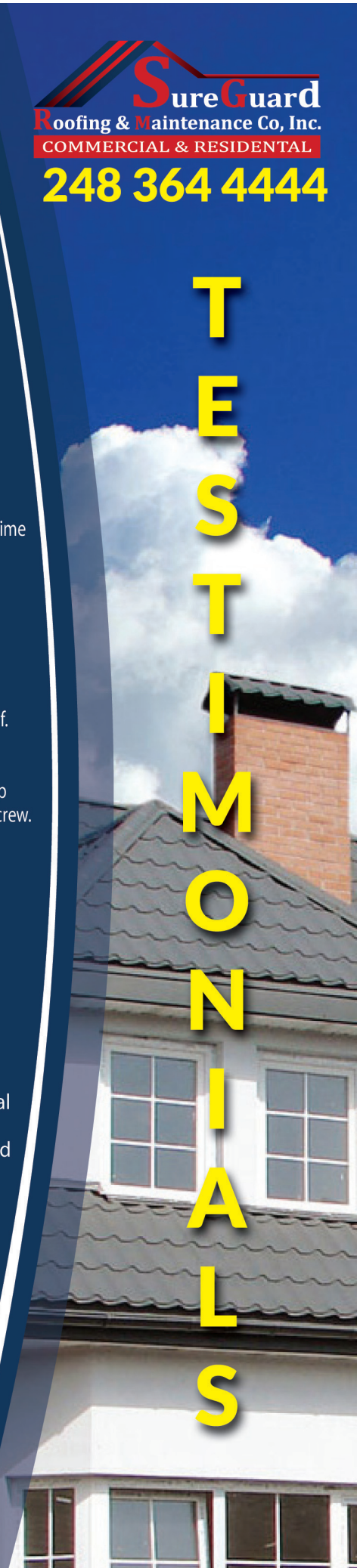
Dillon gave me a fair price and it was worth every penny my furnace runs less and the lower level of the home was a ice chest at 60 now it is running at 70 degrees on both upper & lower levels of my home instead of through the roof.

I am so happy I will be calling SureGuard to do my roof in the near future.  
Mary Woodward, OXFORD MI



248 364 4444

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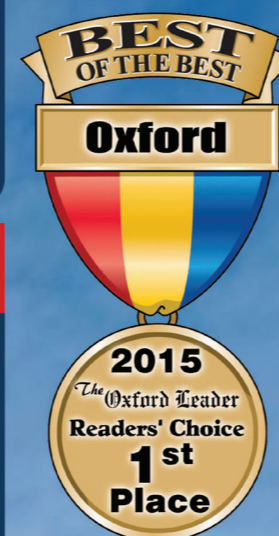
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- EPDM Rubber Black
- Hot Tar Asphalt
- Liberty-Peel N Stick

Repair Specialists. Leak Assessment. "Roofing Repairs Guaranteed"

Thank You  
Oxford



### Residential

- 5" K-Style Seamless 25 Year Warranty Baked-On Enamel Finish
- 6" K-Style Seamless 25 Year Warranty Baked-On Enamel

### Leaf Protection

- Clean Sweep
- Kay Can
- Leaf Relief (up to 10 yr. warranty)

### Commercial

- 5" K-Style Seamless 25 Year Warranty Baked-On Enamel Finish
- 6" K-Style Seamless 25 Year Warranty Baked-On Enamel Finish
- Box Galvanized Steel
- Custom

## Stop the Hassle!



## Replacement & Repairs

### Vinyl

- Double 4
- Dutchlap
- Insulated
- Cedar Shake

### Hardie Board

- Tap Siding
- Vertical Siding
- Cedar Shakes
- Artisan

### Wood/LP

- T1-11
- Cedar Cap
- Stucco Panels

### Composite

- Roughsawn Cedar
- Stacked Stone
- Creek LedgeStone
- Stone, Brick

## Save on Energy Cost!



### Fiberglass

- Roll Batten
- Loose Fill

### Panels

- Foam Board
- Insulated Board

### Cellulose

- Loose Fill

SureguardRoofing.com

## SureGuard Roofing: New location, same quality care

### Moving forward to better service you

"I'm very happy with our move to Oxford" remarked Tony Saferian, owner and president of SureGuard Roofing & Maintenance. "We have increased roadside exposure and are experiencing more people coming in and asking about what we can do for them and their roofing and home maintenance needs."

Since moving to Oxford in the spring of 2015 SureGuard is finding that this new location has higher visibility than their previous spot in Lake Orion, and they couldn't be happier about the response.

"Once people step inside they're very impressed with our spacious show room that features many samples of the quality products that we use and literature about them," Saferian added.

Lately, Dillon Phillips, Tony's son, right hand man and vice president has taken on the role of marketing and advertising for the company, especially with the use of social media sites, Facebook, Instagram and their own site, [www.sureguardroofing.com](http://www.sureguardroofing.com).

"Engaging the community, getting to know them, and introducing them to us, is what I've

been focusing on" Phillips said. This and good old face-to-face contact is a great combination.

"On Facebook I'll post different tips on home maintenance, home renovation ideas and pictures of some of the jobs we've done" he added. "People can go to any of the consumer sites like Angie's List that feature customer reviews and testimonials and read those written about us. We have a five star rating on every site we're on."

### History of customer care

SureGuard Roofing & Maintenance got its start 28 years ago. When Saferian started his roofing business he applied a simple code of ethics. He believed you're nothing if you don't stand behind your word and your work. He engrained this in the minds of his crew members and insisted on every job being done in the right way, the only way, and the SureGuard way. Now, twenty-eight years later, with son Dillon at his side he still adheres to those principles.

"It doesn't matter if it's a large commercial job or a smaller residential repair" Saferian says "they'll make sure that the job is done right."

Most people have been around long enough have had a negative experience with some other contractor and appreciate when somebody's doing quality work Like SureGuard.

"We're not going to lower our standards of quality workmanship and products to cut corners," Saferian said. "We just don't do that, we take pride in our work"

"We've noticed a lot of other companies experiencing numerous call backs on residential jobs because of the presence of mold in the homeowner's attics. Sometimes these roofs are only two years old. That should never happen. These companies are just not checking their work to make sure it was done properly," he added.

That's why SureGuard offers a complete quality inspection with every job.

"Customers want quality work, not just something thrown together where they have to pay again to have it redone," Saferian said.

### Repair and maintenance

"Our maintenance crews have been busy all year repairing the work of others" Phillips added. "Because we've been so busy, we'd like to thank our customers for their patience

and understanding while their work was being done. Because of the quality we instill in our work, it can be difficult to get all our jobs done in one week. It's also difficult to find enough skilled workers needed to provide the kind quality work that our customers deserve. So it may take a little longer but we're determined to keep our standards high and our customers happy."

Sureguard does all manner of work including flat roofs, shingle roofs, siding and attic repairs as well as insulation.

"We're fortunate that my Dad knows both residential and commercial work thoroughly," Phillips said. "Some companies only know residential and shingle work. When they run into jobs like flat roofs or complicated jobs that require more thought they usually don't know how to do it and the home owner ends up with an inferior job."

Saferian said sometimes they may have to get a crew out to perform a temporary repair to control a leak or something like that and then return to complete the rest of the job later.

"It's all part of keeping our customers happy," he said.



Another thing that SureGuard does that helps assure customer satisfaction is to keep their crews in roughly a 20 mile radius. That way, if a customer needs help they can respond in the shortest amount of time possible to take care of their request.

"We want to be able to service everybody whether it's at the show room or their home," Saferian We also offer 24/7 emergency service. Our customers are very important to us."

SureGuard Roofing and Maintenance has been a member of the Better Business Bureau

since 1989 and they have an "A Plus Rating". SureGuard was also voted "Best Roofing Company in Oxford" in the Oxford Leaders "Best of the Best" reader's choice awards in 2015.

Their office is at 650 South Lapeer Rd. in Oxford. Their phone number is 248-364-4444.

# The place to be on Lake Louise: Bullfrogs Sports Bar & Grill

It's been 17 years since an empty building on the shores Lake Louise was transformed into Bullfrogs Restaurant, an iconic gathering place to kick back and enjoy your favorite meal or beverage and sporting event.

"It was John Hagar's life-long dream to open a sports venue—family restaurant," said Kim Hagar, who along with John purchased the building in 1995. "The inside was 99 percent gutted and redone. Over the years we've had several additions from the Tiki Bar to the spacious deck to the big screen plasma televisions—but the original concept continues attract patrons."

Just 5 miles north of I-75, off exit 91, Bullfrogs Restaurant 2225 Ortonville Road, offers a festive atmosphere with entertainment every night of the week.

Whether out on the deck or in the dining room Bullfrogs offers something for everyone. Bring the whole family or just enjoy a date night with your spouse or significant other Bullfrogs is sure to please.

"Our Tiki Bar is one of the biggest outdoor bars in Oakland County," said John Hager, Jr. Even when the evenings get cool, guests can warm up by lounging near the outdoor fireplace on the deck. Or a great before or after concert hot spot during the summer—DTE is just a short drive away."

This spring Bullfrogs will introduce a new menu, keeping some your favorite dishes along with some tasty additions. From their famous venison chicken chili topped off with Frog Ears for dessert to all you can eat fish and chips—there's something for the whole family.

If you're looking for the best pizza after the show stop by Bullfrogs for one of our famous Mexican, Artichoke Spinach or Meat Lovers Pizza, and fried pickles all 1/2 off on Tuesdays 5-9 p.m. If south of the border is what fits your palate



**Sarah a bartender at Bullfrogs.**

check out our enormous wet Burrito, enchiladas or the infamous humongous nachos or maybe some 99 cent tacos on Mondays 5-9 p.m.

"Nothing goes better with great Mexican food or pizza than one of our 80 beers," said John.

From New Belgium Fat Tire to Frankenmuth Batch 69 IPA to Kona Big Wave Golden Ale—your favorite swill is chilled and waiting for you at Bullfrogs.

Whether Lions, Tigers, Red Wings or Pistons are playing, there's never a bad seat in the house to watch your favorite sporting event on one of the 18 big screen TVs. And

you never know who may stop in—local celebrities and musicians that play at DTE have been known to stop after their shows and sports players often frequent Bullfrogs.

Late night the fun continues at Bullfrogs with DJ dancing and the occasional live band on weekend nights, Texas hold um poker tournaments Monday nights along with 'Bike nights' in the summer Wednesday night is always family or kids night with clowns and an ice cream bar. Kids eat free with the purchase of an adult meal.

Ladies night every Thursday which feature discounted drinks for the ladies. Bullfrogs also has Hoppy Hours specials 3-6 p.m. Monday-Friday along with the return of Power Hour.

While providing the areas top entertainment location Bullfrogs also gives back to the community by sponsoring local charities, through fundraisers and donations, and food to our local schools. For example, Bullfrogs owner Kim's favorite charity, Devoted Friends, a local rescue organization helping pets in need.

Visit our website [bullfrogsbarandgrill.com](http://bullfrogsbarandgrill.com) or hop in and join our e-mail club to get all the latest discounts and daily happenings at the Frog.

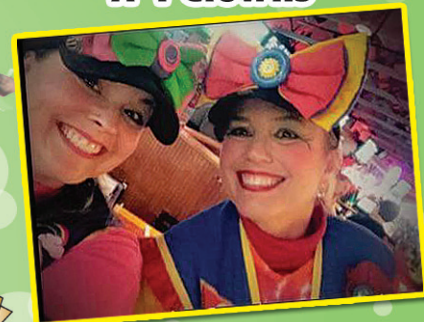
Open 7 days a week from 11 p.m.-2 a.m., Bullfrogs is one of a few places in town where the kitchen stays open with our full menu until 10 p.m. and appetizers and fried food until 2 a.m. Reservations and carry outs are always welcome by calling our pad at 248-627-7755 we're just a hop, skip and a jump off exit 93 north 5 miles at 2225 Ortonville Rd Ortonville Mi 48462.

Here at Bullfrogs we always have something happening at our pad.

Check out *The Citizen* for updates on all events

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# Genisys Credit Union is where YOU come first

Established in 1936, Genisys Credit Union has remained a strong, non-profit financial institution that offers highly competitive rates, member discounts and a full slate of financial services.

Membership is open to anyone who lives or works in the state of Michigan. Members know they can count on Genisys to provide personalized customer service combined with all of today's modern conveniences like electronic banking and access to more than 30,000 fee-free ATMs.

Genisys Credit Union's slogan "Where You Come First" is a way of doing business that all staff members embrace.

Through the years, the credit union has grown. In 2015, Genisys completed a merger with Tri-Pointe Community Credit Union. This move expanded member access to 28 branches, including 25 located in Michigan.

The move made Genisys Credit Union even stronger and as a result, the financial institution wrapped up the year with total assets over \$2 billion. In addition, the credit union has been consistently recognized for its fiscal strength with BauerFinancial's five-star rating for financial safety and soundness. This is the highest rating a financial institution can receive.

It's not just its members that benefit from Genisys Credit Union's strategic growth. Based in Auburn Hills, the credit union has

strong ties to every community where it does business. The credit union gives money to

Casual Day Fund.

Genisys Credit Union also sponsored

including Genisys Investment Services. Traditional financial services include home loans, auto loans, small business lending, credit cards and business financial services.

"We are particularly proud to be a primary source of credit for our members," said President and CEO Jackie Buchanan. "In 2015, we originated over \$1 million per day in new consumer loans. These loans helped families get new and more reliable automobiles and finance other needs. We are also pleased to have helped a growing number of members with their home financing and small business credit needs."

Genisys Credit Union's main office is headquartered at 2100 Executive Hills Blvd. in Auburn Hills. Twenty-seven other branch offices are located across Michigan, Minnesota and Pennsylvania. Connect with Genisys on Facebook and Twitter by following [genisyscu](#). For convenient access to your account, download the Genisys Credit Union iPhone app in the iTunes Store or Android app in the Google Play Store. For more information, call (248) 322-9800 or visit [www.genisyscu.org](http://www.genisyscu.org).



Genisys Credit Union employees participated in the annual Walk for Warmth.

local organizations, sponsors community events and its staff members donate their time.

In fact, Genisys staff members gave more than 3,700 volunteer hours and worked to raise money for Oakland Livingston Human Service Agency's Walk for Warmth, gave generously through a United Way campaign and provided much-needed donations to local organizations through their Employee

nearly 600 community-oriented events each year, including the Montrose Blueberry Festival, Grand Blanc Fun Fest, Fenton Jingle Jog, Vassar Riverfest, Clarkston Concerts in the Park, Lake Orion Big Rig Gig and Ortonville Septemberfest.

Over the past year, Genisys Credit Union has further enhanced its mobile and online banking services and wealth building services,

Auburn Hills. Twenty-seven other branch offices are located across Michigan, Minnesota and Pennsylvania. Connect with Genisys on Facebook and Twitter by following [genisyscu](#). For convenient access to your account, download the Genisys Credit Union iPhone app in the iTunes Store or Android app in the Google Play Store. For more information, call (248) 322-9800 or visit [www.genisyscu.org](http://www.genisyscu.org).



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25 Southeast Michigan branches, find one at [www.genisyscu.org](http://www.genisyscu.org)



# Metropolitan Tree Inc., full time, personal, professional service

While other tree companies have come and gone—Metropolitan Tree Inc. has continued to serve the area for more than 50 years. There must be a reason.

In addition to an office in Ortonville—Metropolitan Tree also has a location in Clarkston.

“We have worked all over Michigan,” said Ron Pepera, owner and community member since 1960. “I’d personally like to thank all our loyal customers that have supported us over the past years. We strive to maintain a high level of service and provide the highest quality work for a reasonable price.”

A member of the Better Business Bureau, Metropolitan Tree and their employees take pride in the work they do and go out of their way to protect your property, surrounding trees and landscape while removing trees and stumps.

Metropolitan Tree, operates year round with all the skilled man power, climbers, cranes, aerial lift trucks, chippers, stump grinders, heavy brush mowers and equipment to remove large and hazardous trees and stumps. From small jobs to land clearing, residential and commercial. Metropolitan Tree takes pride in providing personal ser-



**Metropolitan Tree works full time, year around stands out from other tree companies demonstrated by the high ratings and awards we have received from various organizations.**

vice to all their customers. Owner Ron Pepera will supervise and be on all job sites.

“We are fully insured for your peace of mind,” said Pepera. “Same full service at discount prices.”

When you call during business hours, you can talk to Bonnie—not a machine 98 percent of the time. Special arrangements can be made for unexpected tree work.

Whether trees pose a danger, become diseased or are damaged after a storm—the

professionals at Metropolitan Tree are ready to help.

Pepera reminds customers that liability and workman’s compensation insurance is needed prior to tree cutting or you will be liable for injuries or damages.

In addition to qualified removal and disposal of diseased or infested trees, Metropolitan Tree also does contract work for counties, local municipalities, building contractors, commercial and residential customers.

During the past years, millions of area trees

have become infested with a variety of diseases from Dutch Elm disease, to Emerald Ash Borer and recently the Sawyer beetles that feed on the bark of twigs of susceptible live pine trees.

“While the tree may be standing—the roots rot first underground. If a tree is dead for three years or more it’s ready to go over,” he said.

“We understand that economically it’s tough right now,” said Pepera. “We can work with you to set up special conditions for payment. It’s much easier to deal with a standing tree now rather than a tree that has fallen on your home.

Customers should feel confident with Metropolitan Tree and it shows by the great number of referrals from our satisfied customers. Thank you to all the previous and current customers that have used our service over the years—we appreciate your business. We are honored to help enhance your property values and keep the community safe from hazardous trees.

Metropolitan Tree, 1090 Croup Road, Ortonville. Phone 248-627-6316 or toll-free 800-753-1633.

Normal office hours, 8 a.m.-5 p.m.. In necessary emergency service are available.



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A+ Rating



Angie's list

### Metropolitan Tree Earns Esteemed 2013 Angie's List Super Service Award

Award reflects the company's consistently high level of customer service

Metropolitan Tree has earned the service industry-coveted 2013 Angie's List Super Service Award, an honor awarded annually to approximately 5 percent of all the companies rated on Angie's List, the nation's leading provider of consumer reviews on local service companies.

“It's a select group of companies rated on Angie's List that can claim the exemplary customer service record of being a Super Service Award winner,” said Angie's List Founder Angie Hicks. “Our standards for the Super Service Award are quite high. The fact that Metropolitan Tree earned this recognition speaks volumes about its dedication providing great service to its customers.”

Angie's List Super Service Award 2013 winners have met strict eligibility requirements, including earning a minimum number of reports, an excellent rating from their customers and abiding by Angie's List operational guidelines.

Service company ratings are updated daily on Angie's List. Companies are graded on an A through F scale in areas ranging from price to professionalism to punctuality. Members can find the 2013 Super Service Award logo next to company names in search results on AngiesList.com



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# Banks Vacuum: Expect First Class Vacuum Products and Services

Bank's Vacuum located at 4549 Lapeer Rd. in Orion Township is no ordinary vacuum store.

It may be the best and most complete vacuum store in the world. This is where everyone from serious cleaning fanatics to those who need parts and advice come for their vacuum needs.

Bank's boasts of being the World's Largest Vacuum Dealer with 13 Michigan vacuum superstores, two now in Nevada and one in Connecticut, selling more vacuum cleaners and floor care products than any other dealer nationwide—yes, including the big box stores.

"If you can't find it in our stores or on our website, it simply doesn't exist," said owner Ken Bank.

We offer all brands to fit budgets. Our customers can try and compare every brand, make and model, from the most basic and inexpensive budget vacuums, to the very high quality, feature rich brands.

"We got them all!" And yes, Bank's Vacuum's prices are guaranteed to beat Target, Walmart, Sears, Costco, Amazon Prime and all others.

Plus, when you buy from Bank's, you get their FREE and famous ser-

vice benefits you don't get elsewhere. Free belt changes, unclogs, many other minor repairs, and more.

Bank says, "You simply get a better value at Bank's Vacuum. That's why we continue to grow."

Just recently Bank's added two more stores to the family, 5631 Dixie Highway in Waterford, and 4161 Orchard Lake Rd. These were formerly operated under the United Vacuum name and recently changed to the Bank's Vacuum. The United Vacuum owner, who once worked for the Bank family, and employees have continued with the Bank's Vacuum team.

With that, Bank has some exciting news.

"We've added more new products and more new services than ever before," Bank said.

Bank's is now offering full service sewing machine repair, floor steamer repair, carpet steamer repair, air purifier sales and service, and more.

Bank's also provides and encourages "trade-in allowances" so the company can recycle your old vacuum rather than it ending up in the landfill.

In addition to the Lake Orion location, Bank's Vacuum Superstores

are also located in Livonia, Plymouth, Novi, Grosse Pointe Woods, Shelby Township, Troy and Warren.

Bank's is the area's only "Factory-authorized" repair facility and each staff member is factory trained to repair all brands. Bank's also fixes Sear/Kenmore, Kirby, Rainbow and the other door-to-door brands.

"The manufacturers refer customers to us to perform their service and warrant repairs because they know we are experts and because we stock the country's largest inventory of replacement parts, including hard to find bags, belts, filters and industry related accessories," says Bank.

Once in Bank's showrooms, customers can expect far better, more patient and personal service than they would anywhere else. Bank trains the staff himself.

"We're all fully-trained technicians and vacuum cleaner experts," he said. "We're not like the clerks at the big-box stores who just point at the box."

And, if you don't feel like leaving your home, Bank has a solution for that too.

"We have the best vacuum cleaner website on the internet," Bank said.



At right: General Manager Tim Kellogg with a Riccar "Retriever" geared towards pet owners stands with store manager Casey Barnard with a Miele Homecare vacuum.

"Our customers can now order online and choose free shipping or in store pick-up." Visit Banksvac.com to get a feel of just what Bank's Vacuum in Lake Orion has to offer.

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<p><b>Jack/Moonlight</b></p> <p>Mid-Size Canister with Attachments</p> <p><b>\$249</b></p> <p>2 YEAR WARRANTY</p>	<p><b>Jill/Sunburst</b></p> <p>Pette Canister with Attachments</p> <p><b>\$149</b></p> <p>2 YEAR WARRANTY</p>	<p><b>Wonder/Prima</b></p> <p>You Pick Nozzle and Attachments</p> <p>From <b>\$299</b></p> <p>3 YEAR WARRANTY</p>	<p><b>Sport/Supra Quik</b></p> <p>with Attachments</p> <p><b>\$129</b></p> <p>2 YEAR WARRANTY</p>	

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# Michigan Web Press goes green thanks to process-free plates

Michigan Web Press has gone green with their latest piece of technology thanks to the addition of process-free Kodak Sonora Plates.

"The benefits are really something to be excited about," said Michigan Web Press General Manager Todd Hagerman. "Not only does this mean we are chemical-free, we are also using less energy and less water. It is truly the green way to go."

Process free plates also allow clients' work to go to press faster, reduce maintenance costs and provide a cleaner and safer work environment. An added benefit is that process free plates eliminate the variability from processing, which improves consistency and quality for Michigan Web Press clients.

"Committed to Print," for more than 20 years, the commercial web-offset printing company prints more than 150 different daily, weekly and monthly newspapers and periodicals from throughout Michigan, Ohio and Indiana. The company's clients include The County Press, View Newspapers, C&G Newspapers, The Monroe News, The (MSU) State News and The (UM) Michigan Daily.

In addition to printing, the company also performs preprint inserting, bindery services and direct mail fulfillment.

Michigan Web Press' commitment to serve its customers begins with its commitment to reinvest in equipment and technology. Along

with the new process free plates, Michigan Web Press is also home a Goss Magnum printing press capable of producing a 48-page full-color newspaper at 40,000 copies per hour.

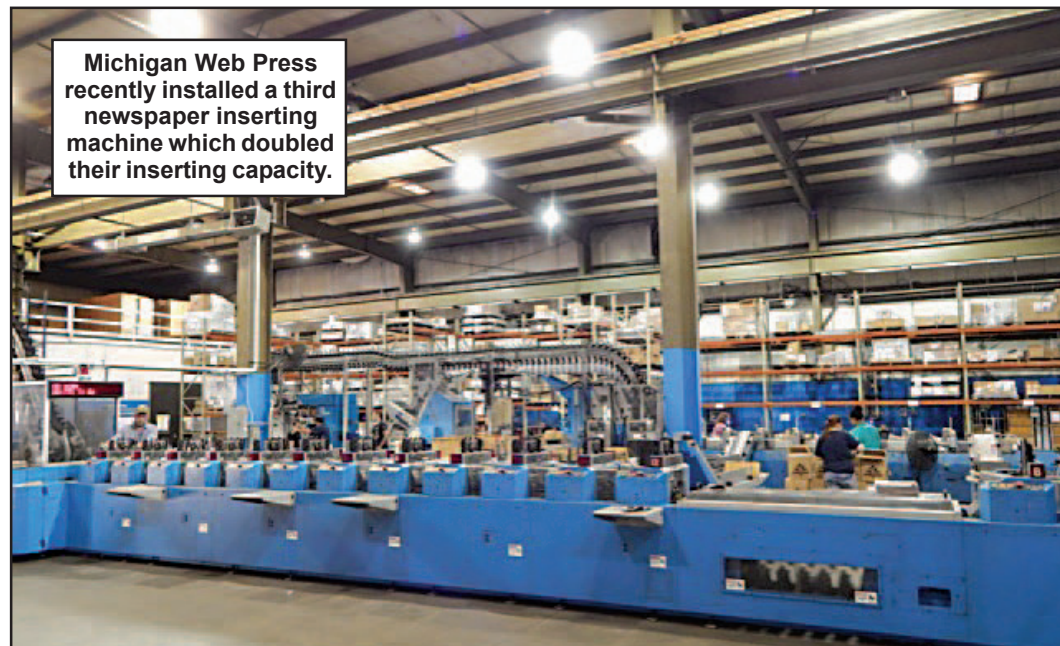
Undergone significant change in recent years, Michigan Web Press' clients have persevered. "Michigan alone has more than 300 newspapers publishing over 9 million printed

The company prides itself on high-quality printing and exceptional customer service. Hagerman talks about Michigan Web Press' customer focus: "Our responsibility to our customers is two-fold. First, we must stay on top of printing technology to deliver the best printed product at the lowest cost to our customers. Secondly, we must make sure we understand our customers' changing needs and show them how to utilize printing technology to their greatest benefit."

Michigan Web Press with its staff of more than 80 employees operates 24-hours-a-day, seven-days-a-week to give their customers fast turn-around times. Hagerman is proud of the company's track record when it comes to meeting customers' deadlines.

"We rarely miss a delivery deadline. We understand the importance of getting the printed news delivered to our customers' readers on time and we do whatever it takes to make that happen every single day."

For more information about Michigan Web Press, please visit the company online at [www.michiganwebpress.com](http://www.michiganwebpress.com) or call (248) 620-2990.



"That means we can turn around orders even faster for our customers," said Hagerman.

While the newspaper business has un-

dergone significant change in recent years, Michigan Web Press' clients have persevered. "Michigan alone has more than 300 newspapers publishing over 9 million printed

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# Metamora Golf & Country Club: Lapeer's premier semi-private club

METAMORA TWP. — More member benefits, a remodel project and a growing membership all point to progress at Metamora Golf & Country Club.

“We had a fantastic year and look forward to what’s ahead in 2016,” said Rick Fleming, club pro and general manager.

Founded in 1990, the 18-hole, 72-par championship course is in its sixth year under local ownership.

“The facility is intended for the golfer who appreciates a good test of golf and enjoys the service and ambiance of a private golf club,” Fleming said.

The club offers amenities such as complete practice facilities, a full-service clubhouse that can accommodate up to 120 guests on its two levels, an Olympic-sized heated pool and golf lessons through the Pro Shop.

The 177-acre club offers services and ac-

**“The facility is intended for the golfer who appreciates a good test of golf and enjoys the service and ambiance of a private golf club.”**

**- Rick Fleming, club pro/general manager**

tivities for golfers, non-golfers and families. On the course, golfers of all experience levels will find a rolling terrain that is challenging but a fair test of skill. Designed by Don Childs and Associates, the parkland course offers exceptional shot value, design balance and aesthetics. Lady golfers at Metamora Golf & Country Club will notice some improvements in the locker rooms starting this spring.

“We are working on a remodel project to better serve our growing membership,” added Fleming. Also new for lady golfers in 2015 was the club’s first-ever women’s social league, which invited women golfers of all skill levels to drop in on Wednesday evenings for 9 holes.

Fleming said the club will offer that once again this summer. Continuing to serve both members and guests is the club’s pavilion tent and patio that can accommodate up to 200 guests in the warmer months.

As Lapeer County’s only semi-private golf club, Metamora Golf & Country Club provides members with the events and atmosphere of a private club, while still allowing the public to play the course.

In the past year, Metamora Golf & Country Club hosted fundraising events for local charities such as the LEADER Fund, Kiwanis of Lapeer, Lapeer Optimists, Lions Bear Lake Camp, Banbury Cross Therapeutic Equestrian



Metamora036 © Golf Shots Unlimited 2005

Center, Frankie’s Friends, Oxford Baseball, Olivia, J. Murray Foundation, Hometown Heroes of Michigan, Lapeer Team Work, McLaren – Lapeer Region Foundation, Lapeer Hockey Association, Lapeer Skating Club, Murphy El-

ementary and The Lapeer City Police Officers Charitable Fund.

Contact the club to learn more about special membership promotions or for help in planning your next outing or event.

**Play for FREE in 2016!**

*swim* *swing* *celebrate*

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GOLF & COUNTRY CLUB  
1600 Club Dr., Metamora

**Join Lapeer County's Premier Semi-Private Golf & Country Club today.**  
**Special 2 for 1 membership offer valid now until March 31, 2016\*.**  
**Contact Rick Fleming at 248.342.1702 or visit [www.metamoragolf.com](http://www.metamoragolf.com) for more info.**

\*Must commit to membership through 2017. All dues for 2016 are waived. Pay only cart fees in 2016.



# Builders Custom Flooring turns dream homes into reality

Builders Custom Flooring is a family-owned and operated full-service retail flooring boutique located in North Oakland County's historic downtown Lake Orion, Michigan, and boasts more than 2,500 square feet of flooring elegance for your home or workplace.

Two and a half years ago, Dan and Debbie upgraded their business to a 3,000 square foot historic building at 11 South Broadway and have been making history since. As winners of the 2015 Houzz Service award, which is only given to 3 percent of businesses, and both the 2014 and 2015 Angie's List Super Service award, Builders Custom Flooring has a huge reputation to live up to.

Dan and Debbie specialize in hardwood, tile, and carpet installation, sanding and refinishing, and innovative projects to serve their constantly expanding community in the South-East part of Michigan, as well as supporting their fellow business owners by using materials produced in Michigan and the United States.

To keep their services up to date and their products fresh, they attend workshops, tutorials, trade shows, and networking opportunities yearly to ensure they are con-



Builders Custom Flooring co-owner Debbie Burgess wants to help her customers create the home they've always dreamed of.

stantly evolving with the business and providing their customers with the best quality work possible.



"We're not just looking to sell a product. We are building relationships with our clients," says owner Debbie Burgess.

They demonstrate this with keeping their business family and community based, hiring those within the community to fuel its economy. In fact, their son, Steve, and their son in law, Rick, joined the team and are making an impact with their expertise and experience in the flooring industry.

It goes beyond work, it's passion. The Burgesses want to help create the home their customers have always dreamed of. One of BCF's most common "assignments" for their clients is to bring in the key elements from their home. They ask for paint swatches, a cupboard door, or a sample of a customer's granite countertop. And then they simply put the pieces together to create the ideal space.

Just walk into the store and you can feel the different textures of stylized tiles, hard woods, and laminates. The atmosphere of the luxury vinyl, beautiful ceramic, and porcelain finishes gives the customer a sense of the home they've always wanted. The variety of stone, glass, and crystals produces a feeling of an endless supply of options with exotic personalities to each and every display.

With 29 years of experience in the business and over decades of combined expertise, Builders Custom Flooring provides its customers with the quality floors at a price they can afford.

## Sherman Publications: The power of local buying and local marketing!

Did you know when you drive down the street and look at all your neighboring homes, that nearly three of every four of the families inside make decisions on what goods and services they will purchase based on what they seen in our papers?

That means of the over 55,000 address who get a Sherman Publication weekly from Goodrich down M-15 to Clarkston, over to Lake Orion, up M-24 to Oxford and east to Lakeville and Leonard, over 40,000 look at the ads and buy stuff based on what they saw!

That is the power of local buying and local marketing!

Sherman Publications, Inc (SPI) is the publisher of four community newspapers, The Clarkston News, Oxford Leader, Lake Orion Review and the Citizen (up in Ortonville, Groveland and Goodrich); two total market coverage shoppers (The Ad-Vertiser and The Penny Stretcher); and one glossy coupon magazine called The Big Deal, which covers our entire circulation area, plus another 10,000 addresses in the 48328 ZIP code in Waterford.

At the end of 2014, a national auditing firm released their findings based a phone survey they completed of area residents –

you, our readers. They asked about paper readership and local buying trends for the next 12 months. The findings, we am happy to report, are staggering.

Circulation Verification Council (CVC), an independent, third-party reporting audit company based in St. Louis, MO, audited The Clarkston News and Penny Stretcher circulation numbers – making sure what we report to the community is what we are delivering. (Hint, we are.)

So, after their audit, what did they find with their simple, Yes and NO questions of local residents?

Of the random residents surveyed:  
98.6 percent recognized they received our paper.

74 percent said that they, or someone in their home regularly reads or "looks through" our paper

73 percent said they "frequently" purchase products or services from local business ads seen in our papers.

Wow! Nearly three quarters of the households in this community use our paper when making buying decisions. Can, any other form of local marketing boast those numbers?

For the skeptics out there, hold on a second. Let's talk about CVC. First, they audit

thousands of editions nationwide with a combined circulation over 55 million. Their auditors pour over our US Postal statements, printing statements and any other statement they can find, to come up with their findings. Their audits cover printing, distribution, circulation, websites, digital editions, mobile, email, social media and readership studies to give an accurate picture of a publication's reach and market penetration.

Oh, and we did not pay for this audit.

According to CVC founder and president, Tim Bingaman, "CVC uses a for-profit business model, which allows our company to remain completely objective in its reporting practices. We run our business the same way as financial auditors and auditors of all other media. There's no power of influence because most publishers do not pay us directly for our services, so we can be totally impartial and just report the facts. Today, CVC is known as the premier source of audit, circulation and readership data, and I'm proud of the work we do."

Aside from assessing our papers' reach, Bingaman's company also got the pulse for locals' projected buying trends. Here are some of the answers you provided:

17% of your neighbors say they will get a

new automobile. That means if national average cost of a new car is, \$25,777, the local buying power is \$189,476,601 in new car sales! (that's \$189 million!)

18% will be in the market for a "new" used vehicle. With the average cost being, \$13,145 This represents another \$108,026776 in sales.

Let's see... oh, 7% of you say you will need a real estate agent (that's just over 2,700 transactions). If the average transaction is \$240,000, local real estate agents will be inking over \$653 million dollars in contracts. Talk about the benefits of fiduciary relationships!

A little over 3,400 of you plan to seek the advice of an attorney this coming year, representing over \$3.4 million worth of legal advice. I think local counsel may think about marketing in our pages to get a piece of that pie before all the billboard and TV commercial lawyers get all the action!

Thank you to our community – you local residents and businesses – who continually supports this local paper and for taking the time to respond to the survey. There are naysayers who say newspapers are dying. Bah! Once again those who say that do not live in the our area. Your community papers continue to thrive, insuring readers will be informed and entertained for years to come!

# Custom Floors At A Price You Can Afford.



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- DIY Special Pricing
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- Free In-Home Estimates
- Lifetime Installation Warranty
- 100% Dust-Free Installation & Floor Finishing
- Free Financing
- Free Professional Job Site Cleanup
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(adds years of life to your  
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Wood • Carpet • Laminate • Tile  
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**Hours:**  
Mon., Wed., Fri. 10 am-6 pm, Tues., Thurs. 10 am-8 pm  
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## Carpet Sale

Special Buy on Plush Carpet  
Starting at \$1.79 Sq. Ft.  
Installed Over 8 Lb. Pad

**BCF** Some restrictions may apply • See store for details  
Expires 4-6-16

**QUICK-STEP**

## Laminate Sale

Starting at \$3.99 Sq. Ft. Installed  
Includes Free Pad (200 Sq. Ft. Minimum)

**BCF** Some restrictions may apply • See store for details  
Expires 4-6-16

**Chelsea Plank Flooring**

## Michigan Made

Chelsea Wood Flooring  
\$6.99 Sq. Ft. Installed  
4 Species to Choose From

**BCF** Some restrictions may apply • See store for details  
Expires 4-6-16

## Ceramic Tile Closeout

2 Colors in Stock • \$6.99 Sq. Ft.  
Professional Installation Available

**BCF** Some restrictions may apply • See store for details  
Expires 4-6-16

**Bliss**  
by beaulieu

## Luxury Plank Tile

Starting At \$2.99 Sq. Ft. Installed

**BCF** Some restrictions may apply • See store for details  
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## 5" Hand Scraped Hardwood Sale

\$5.49 Sq. Ft. Installed  
5 Colors Available

**BCF** Some restrictions may apply • See store for details  
Expires 4-6-16

# Has Your Home Suffered Hail Storm Damage?



**Before**



**After**

**90% of the area homes have experienced damage. Has Yours?**

**NEW CLAIM FILING PROCESS:**  
 Call us to inspect your home to determine if there is damage before filing a claim. Then call your claims department.

## Don't Pay For Your Neighbors Roof

National Storm Damage Center Reports: Typically insurance companies cannot single out a homeowner for a rate increase based on an "Act of God" storm damage claim. However, your insurance company will raise rates for everyone in your area. Regardless if you file a claim or not your rates will increase to help pay for everyone's repairs...Except for your Home!!



### STRUGGLING WITH AN EXISTING CLAIM?

Let our relationships with area insurance companies go to work for YOU. We will review your claim to see if it needs to be reopened to fix the problem.

**WE HAVE ALREADY HELPED DOZENS!**

## Call Us Today

To get an assessment to see if you qualify for an insurance claim.

Hail storm damage can't be seen very easily most of the time. Even many roofing contractors don't know what to look for when it comes to hail damage.

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\*\*\*All prices and payments are based on a or z plan, retail slightly higher, plus taxes and fees. Lease is 10500.00 per year, payments included RCL renewal or conquest (subject to availability) buy it now includes fmcc retail bonus cash direct offer, lease payment require first payment taxes and fees due at signing

## Lake Orion's longest serving fitness facility caters to the community at an affordable price

"Now is always the best time to start." That's the collective ideology that embodies the focus and atmosphere of The Gym of Lake Orion. Owner Rich Garvin believes that now, not tomorrow or next week, is the time for people to start getting healthier and making a conscious effort to improve their lives.

Rich believes The Gym of Lake Orion is the perfect place to develop that healthier change. Upon entering the facility you're often greeted by Daisy, the Canine Security Pug, shortly after you're greeted by Rich himself.

"If you're concerned that getting fit will take a very long time, you have to ask yourself what condition you'll be in at the end of that time period if you don't start," he said. "No matter how out of condition you are, you have to focus on the idea that 'if I don't start now it's just going to delay that achievement.'"

Inside the gym and situated more in the center than in previous years, the free weight area was expanded to allow more people to utilize the dumbbells while still leaving ample room for the gym's bench press, squat and deadlift areas. State of the art treadmills, ellipticals, rowers and various weight machines sit atop of a new floor.

Unique features to The Gym of Lake Orion are the sheer amount of free weights, a



Rich and some of the gym's members getting their Wednesday afternoon Workout in!

professional rock wall simulator, and a professional judo area. But what's more unique than The Gym's amenities, is its price.

Student (13 to 18 year olds) memberships are only \$9 a month. But as long as you continue your membership with The Gym, that monthly price of \$9 continues even after the age of 18.

Even more impressive, right now The Gym of Lake Orion is offering a two-for-one special where you can enroll two people on that \$30 a month program.

"We're the low price point alternative for this area, especially with the two-for-one, we're well below any of the other clubs," Rich said. "We're the friendliest gym in town and I know many, if not most of the members by name."

The Gym's regularly staffed hours are Monday-Friday 10:00am to 7:00pm and Saturdays 10:00am to 5:00pm. All members have 24 hour access.

The Gym of Lake Orion is the perfect place for a grandmother looking to stay healthy, a high school student athlete looking to make the next big play, or a competitive lifter getting ready for their next competition.

"The Gym affords people the ability to have all the best commercial level equipment in an inviting atmosphere at an economical price point," Rich said. "The most rewarding part of my job is being able to see the positive change in peoples' lives that a regular fitness program will bring to them."

At just \$30 a month with no extra fees for 24-hour access, it's one of the most competitively priced gyms in the area.

# Nailed it! Northern Flooring & Interiors has record 2015

In 26 years of business, 2015 topped the charts for Lake Orion's Northern Flooring & Interiors.

The specialty flooring store, known for its strong reputation of providing the best flooring selection in Oakland County, experienced tremendous growth, according to owner and President Matt Pfeiffer.

He attributes last year's success to the business's consistent community involvement, 38-year veteran flooring manager George Makris, on staff Interior Designers, and the best flooring installers around.

"It is our amazingly dedicated staff that allows me the freedom to be so involved in the community that I love!" Pfeiffer said.

"We've earned our reputation not just from supplying the highest quality flooring available on the market, but from our involvement in the Orion Chamber of Commerce and in the community at large. It really comes down to our presence at community events outside of the work day, and working closely with each and every customer in the store."

The family owned and operated flooring specialty store is located at 616 S. Lapeer Rd., and offers the newest technology and products available in the market.

Pfeiffer and his team just returned from the International Surfaces Expo, the largest flooring convention in the country this January, which offered numerous educational pro-

grams and workshops.

The biggest developments in the trade are the growth of both natural oil hardwood floors and luxury vinyl, Pfeiffer said.

"Luxury vinyl is one of the hottest growing products in our industry, along with wall wood, and Natural Oil flooring. We offer a lot of abstract wall wood products that are really cool and we specialize in many products that you don't find it in most stores," he said.

As part of the world's largest flooring cooperative, Northern Flooring has access to all sorts of products, and will be introducing a new exclusive paint program called Tribute by Kilz later this year.

"It's unique, high grade paint made by one of the most trusted brands in the paint industry, Masco. Our designers help customers select paint all the time, so now they will be able to order it, and we will just ship it right to their house," Pfeiffer said.

The business has also made its name in charitable work throughout the community and nationwide.

Nationally, Northern Flooring is a sponsor of Design for a Difference, created by the International Design Guild and Mark Brunetz to help charities better serve their clients.

"We are making it more of a movement than a contest, so that more charities and designers can get involved," Pfeiffer said.

For the program, Northern Flooring, along with local designers, select a charity to makeover as a donation to improve function, efficiency and overall aesthetics, that would otherwise be out of the budget.

Northern Flooring has been involved in the program since its inception three years ago, and Pfeiffer is looking forward to growing the local participation. Nominations for local charities can be turned into Northern Flooring by March 18.

Pfeiffer also participates in Senior Exit Interviews, Real Talk and Judging for the Oratorical society at Lake Orion High School, organizes supplies for soldiers overseas and donates his time to community events throughout the year.

For his efforts, the Orion Area Chamber of Commerce named Pfeiffer the 2015 Business Person of the Year, honored him at a special luncheon, and thanked him for his participation in growing the membership.

Orion Township also recognized him as Citizen of the Month in 2015.

"We chose him for his philanthropic efforts. He gives so much of his time and talents to



Pfeiffer credits community involvement for record growth.

every charity in our community," Orion Township Supervisor Chris Barnett said.

The Township selected him in December, the month Pfeiffer was working on the care packages for the troops overseas.

"Simply put, Matt Pfeiffer always gives back. The cool thing is, he is seeing his business thrive while he has increased his giving," Barnett said.

Pfeiffer said 2015 was definitely a fun one, but that he cannot wait to see what is in store for 2016 and beyond.

"It was a cool year in terms of the awards as well as our best year in history, and all of that I attribute to our involvement in the community," Pfeiffer said.

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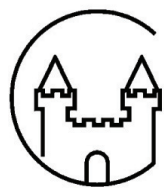
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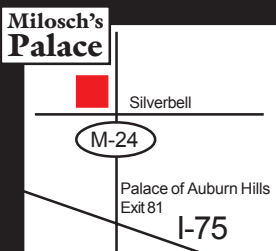
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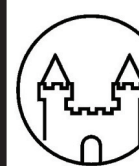
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# Guns, precious metals, estates – We Buy It handles it all

Imagine walking into a store where you can find anything and everything, from guitars and guns to jewelry and collectable coins to power tools and electronics.

Folks in the Oxford area, don't have to imagine it because it already exists in the form of We Buy It, located at 697 S. Lapeer Rd. Open since 2009, the store buys, sells and trades a diverse assortment of merchandise, the common denominator being it must have value.

"We buy pretty much anything that's not common household stuff," explained store co-owner Kevin Rowden. "If it has a decent amount of value, we'll look at it. We're not horribly picky. If we can pay you enough to make you happy and still keep our lights on, then we'll try to help you out the best we can."

The demand for guns in the U.S. is at or near record levels and We Buy It is excited to offer a variety of shotguns, rifles and handguns, both new and pre-owned, for personal protection, target shooting, hunting and collecting.

"That's one of those markets where somebody's always buying and selling or upgrading," Rowden said. "We do a lot of trades. That seems to be the big thing right now, someone will trade a gun in order to upgrade. If a guy's got five slots in the gun safe and he wants a new one, the wife pushes him to make one go away. We hear that story just about every day."

Guns remain a solid investment.

"Firearms hold their value so well," Rowden said. "Take a \$350 pistol, for example. Pre-owned, it still sells for \$280 to \$300."



Although there are plenty of pre-owned firearms to choose from, We Buy It is quite proud of its selection of new guns, particularly its array of pistols from popular manufacturers such as Ruger, Glock and Smith & Wesson.

"We've hooked up with some wholesal-

ers, so we've been getting new firearms at more competitive prices," Rowden said. "Typically, we can pretty much match or beat most of the on-line companies on a majority of our stuff."

"That's been a pretty big part of our business over the last six months," he continued. "It's probably close to 50/50 right now when it comes to new versus used sales."

Rowden noted the wholesaler he deals with offers a lifetime warranty on every one of its firearms.

"If you buy it, for as long as you own it, the warranty is good," he said.

We But It also sells a variety of ammunition and firearm accessories such as scopes.

Precious metals are still a hot commodity at We Buy It, particularly when it comes to silver bullion.

"We're always buying," Rowden said. "Six days a week, we're buying."

He explained that "silver's a really good investment right now" because the price is low, so it's a good time to buy and turn a good profit when the value increases again.

"About four years ago, silver was pushing \$50 an ounce. Right now, it's been \$14 and \$15 an ounce," he said. "It doesn't even have to hit its all-time high for you to triple your investment right now. It can go from \$14 to \$40 and it's not even the highest it's ever been, so it makes a lot of sense to invest in silver right now."

We Buy It is also in the market for dia-

monds.

"We're always looking for high-quality diamonds, half-carat or bigger," Rowden said. "We'll pay really competitive prices for those."

The store will even pay for those small chip diamonds that most places won't, so customers selling jewelry can receive that, plus the value of the gold.

"Your average gold place will tell you there's no value in those small diamonds, but there is," Rowden said. "It's not huge money, but we always pay extra for that."

Rowden noted We Buy It does house calls upon request.

"For example, if you have a gun collection or a large, valuable coin collection that you're interested in selling and you don't feel comfortable taking it out of the house and traveling with it, we can come to you and make an offer," he said.

We Buy It also purchases entire estates. Sometimes the estates belonged to individuals who are now deceased. Sometimes they belong to people who are moving out of state and want to leave everything behind.

"Basically, we come in, put a number on it all and if we can make a deal, we'll clean out the house and garage," Rowden said. "We do everything. We buy it all and we move it all."

We Buy It is open Monday through Friday from 9 a.m. to 6 p.m. and on Saturday from 9 a.m. to 12 noon. The store is closed on Sunday. For more information, please visit [www.webuyitllc.com](http://www.webuyitllc.com) or call (248) 236-0869.

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# After the crash, call a tow truck, then call Dunlap Collision

Car accidents are a fact of life, especially in areas like this where many folks drive long distances on a daily basis commuting to work, going to school or running their kids from one activity to another.

Nobody likes accidents.

Nobody wants one.

But unfortunately, they do happen.

That's when you'll be glad to have a trustworthy place like Dunlap Collision in your corner.

From cracked bumpers to smashed-in front-ends, Dunlap Collision's professional staff has the experience, the knowledge, the training, the equipment, the skills and the meticulous attention to detail necessary to make your damaged vehicle look just like it did when you first brought it home from the dealership.

Located at 75 N. Washington St. in Oxford, just south of the Polly Ann Trail pedestrian bridge, Dunlap Collision has been repairing vehicles since 1968.

"We deliver consistently good service to the community," said Cheryl Richards, Dunlap's accounts manager and a 20-year employee.

Whether you need mechanical work, body work or simply a fresh coat of paint, Dunlap Collision can do it because providing quality workmanship is the staff's primary focus.

They're not into gimmicks or trends. They just want to deliver quality service at a rea-

sonable price, so their customers can get back on the road and get on with their lives.

"We don't have any of the frills that a lot of other places have," Richards said. "We can't offer Wi-Fi and a fancy waiting room or fresh-baked cookies. What we do offer is really good service."

Unlike some places, Dunlap Collision doesn't experience a lot of employee turnover. The staff is the heart and soul of the business, and they demonstrate their commitment to it and the customers every day, from open to close.

"Most of the people that work here have been here for quite a while," Richards said. "We have one tech that's been here for more than 30 years."

Following a car accident, most people are worried about important things such as injuries or how they're going to get to and from work. The last thing they want to do is jump through all the hoops necessary to be compensated by their auto insurance provider. The endless stream of paperwork, phone calls and e-mails can be a nightmare.

This is where Dunlap Collision is a tremendous help.

"We take care of most everything when it

comes to dealing with the insurance companies," Richards said. "The customers have to do very little other than reporting their accident."

Dunlap Collision is a part of a direct repair program with most insurance companies.



Cheryl Richards and Tony Rogensues are waiting to help you at Dunlap Collision in downtown Oxford.

"That means you don't have to go and get three estimates from different body shops, then turn them into your insurance company," Richards explained. "With direct repair, you come in, tell us the insurance company and either we submit an estimate or they look at it and send us the estimate. There's not a lot the customers have to do."

But what if a customer doesn't wish to go

through their insurance company? What if they want to pay for Dunlap's services out of their own pocket?

"We've got very competitive prices," Richards said.

Getting customers without transportation to and from the shop is no problem. Dunlap Collision is more than happy to give you a lift.

"If people need rides, we can work with them," Richards said.

Dunlap Collision is a firm believer in giving back to the community that's given so much to it for 48 years.

"We try to support the schools and local communities as much as possible," Richards said. "The shop will open on several Saturdays during the summer to provide a place for the high school swim team to hold their car wash fund-raisers."

Dunlap Collision also supports senior all-night parties, elementary school fund-raisers, local car shows, fire safety programs, plus Oxford's Downtown Development Authority, Chamber of Commerce, Women's Club and parks and recreation department.

"We do what we can to support what's going on locally," Richards said.

Dunlap Collision is open from 8 a.m. to 5 p.m. Monday through Friday. The shop is closed on Saturday and Sunday.

For more information, please visit [www.dunlapcollision.com](http://www.dunlapcollision.com) or call (248) 628-1241.

## Dunlap Collision

### We Take the "Dents" Out of Accidents!

Serving Oxford and the Surrounding Communities Over 48 Years



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# Fifty years later, Walton & Becker is still helping people

Not many businesses can boast they're celebrating their 50th anniversary, but then again, Walton and Becker Eyecare in Oxford isn't simply another business.

The optometry practice is a local institution. People of all ages have trusted their vision and their health to the doctors there for generations.

Over the years, the faces and technology have changed, but the unwavering commitment to quality patient care has remained strong as ever under Dr. Elizabeth Becker, Dr. Tracy Moran and Dr. Wendy Nielubowicz.

In order to better serve its lengthy list of patients, Walton and Becker Eyecare broke ground on a new home last year.

Located at 89 S. Washington St., just south of the heart of historic downtown Oxford, the site is going to feature a 4,000-square-foot modern office facility.

"We expect it to be open by the end of this year," Dr. Becker said.

The new office will provide the three-doctor practice with an increased number of exam rooms, plus additional space to help waiting patients feel more comfortable and relaxed.

It will also provide Walton and Becker Eyecare with enough space to display the practice's extensive selection of eyewear and sunglasses for all ages.

Once in their new home, the doctors are hoping to expand the vision therapy side of the practice.

Vision therapy is a type of physical therapy for the eyes and brain. It's a highly effective nonsurgical treatment for many common visual problems along with some reading and learning disabilities.

"We will also have enough space to allow for our low-vision care and regular examinations on the same day," Dr. Becker said. "Currently, I see patients on a day with no other doctors here. At the new office, I'll still dedicate one day for low-vision, but we will be able to see other patients, too. We're looking forward to that."

The new location will give the practice greater visibility on M-24 and provide patients with the convenience of being close to the many other medical facilities in downtown Oxford. "We're looking forward to coming back to downtown Oxford where this practice started," Becker said.

Walton and Becker Eyecare has been located at 837 S. Lapeer Rd. since the 1970s, but the practice originally took root where Red Knapp's American Grill is located.

One of the great things about the practice is how truly dedicated the doctors are to improving the lives of all people, not just their patients.

Since last June, Dr. Becker has served as president of the Michigan Optometric Association (MOA).

"That's been quite interesting and rewarding," she said.

Dr. Becker has been working diligently on a piece of state legislation designed to ensure students who fail to meet reading standards at the third-grade level receive comprehensive vision exams to rule out any underlying visual problems that may be contributing to their learning difficulties.

to help a struggling student," she explained. "The MOA realized a lot of the reading assessments do not include a comprehensive vision examination. Right now, what's conducted is often more of a screening."

Dr. Becker and Dr. Nielubowicz will be participating in Children's Vision Day events on **Saturday, March 26 from 10 a.m. to 1 p.m.** at the Cranbrook Institute of Science in Bloomfield Hills and the Michigan Science Center in downtown Detroit.

"It's a fun day for children to learn about vision," Dr. Becker said.

The event is designed to teach children and their parents about eye safety, ocular anatomy and how to locate an eye doctor in their area. Children will also be able to explore hands-on, learning stations that will be set up at each museum. Each station will be operated by volunteer MOA optometrists.

"There will be some fun things like seek-and-find activities and optical illusions," Dr. Nielubowicz noted.

To learn more about Children's Vision Day events, please visit [science.cranbrook.edu/](http://science.cranbrook.edu/) or [www.mi-sci.org](http://www.mi-sci.org)

To learn more about Walton and Becker Eyecare, visit [www.waltonandbecker.com](http://www.waltonandbecker.com) or check out their Facebook page. Patients are encouraged to give feedback via Facebook.

To schedule an appointment, call (248) 628-3441.



**Drs. Wendy Nielubowicz (left), Elizabeth Becker (center) and Tracy Moran.**

"Up to a third of these students have a vision problem that contributes to their learning difficulties. A comprehensive eye exam is an important part of assessing the best way



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**VISION**



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**Elizabeth Becker, O.D., Tracy Moran, O.D.,  
Wendy Nielubowicz, O.D.**

**248-628-3441**

**837 S. Lapeer Road, Oxford [www.waltonandbecker.com](http://www.waltonandbecker.com)**

## Great Expressions Dental Centers – Look for the smile above our name.

Located in the center of Oxford on Washington Street, the newly renovated Great Expressions Dental Centers (GEDC) office offers general dentistry, teeth whitening, cosmetic dentistry, and more for you and your family. We know that budgets and time are tight – that is why we'll get you in for an appointment. Whatever you need, whenever you need it. GEDC is an in-network provider and participates with most major insurances, and even offers a discount dental plan for those without insurance, the Smile Protection Plan.

Dr. Heidi Merritt, a graduate of the University of Detroit Mercy School Of Dentistry leads the Oxford team and is looking forward to answering all your questions and creating the smile of your dreams. A smile is how you greet the world, let's make yours great!



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Includes bleaching trays and touch up kit.

**Up to a \$179 value**

\*Discounts vary by state. Offer expires 6/30/2016. See website and membership agreement for more details.

Offer expires 6/30/2016. New patients only. Must be a candidate for whitening and complete hygiene treatment or orthodontic treatment. Candidates with severe periodontal disease are not eligible for teeth whitening. Offer not redeemable for cash or credit. See website for more details.

# Basketball America is the perfect opportunity for young athletes

Every evening Basketball America is flooded with young athletes, whether its girls' volleyball night, or boys dribbling down the courts.

Kids three to seventeen years old can begin learning the benefits of team sports at this multi-purpose facility. Players can sign up for a team or individually be placed on a team.

Since the flood back in July 2011, a complete remodel has taken place. The biggest (and best) part of the project is the new courts they had installed.

"The new courts are amazing! They are a floating, hardwood maple, and it makes it so nice to play on. It's tailored to an athlete - easy on the joints and more versatile for every kind of player."

The courts aren't the only improvement. The birthday party room, the bathrooms, the kitchen and more were completely remodeled. The birthday room was expanded to twice its size, which allows for bigger birthday parties; something every kid wants!

"Parents love that they don't have to limit the number of kids who are invited to their child's birthday party. And we love to see them all out here having fun," said Otto.

And have fun they do! Since opening over

20 years ago, Otto said they have seen multiple kids go on to play school basketball and volleyball.

"Many of the kids who play here go on to make their middle school, high school, and even college teams. I love it when we start off coaching someone at such a young age, and see them

grow and learn and really develop their game. "They always come back to thank us for helping them make the team, and it's such a great honor to know that we've assisted them."

With such great programs running at Basketball America, or BA as many people know it, it's easy to see why the local community loves this business.

Not only do they offer youth and adult leagues for basketball and volleyball, there is open gym, weekly skills clinics, private lessons, birthday parties, AAU tournaments, and a fully stocked, delicious grill/kitchen.

"I love being a part of this community. It's really made the past 20 years great," Otto commented.

A Spring Break Volleyball Camp is coming soon. Session One is on Tuesday, April 5,

from 10 a.m. to 1 p.m. Session Two is on Thursday, April 7, from 10 a.m. to 1 p.m. A Spring Break Basketball Clinics will be held on Monday, April 4 from 10 a.m to 1 p.m. and on Wednesday April 6, from 10 a.m. to 1 p.m. Cost is \$30 for one session and \$50 for both.

Basketball America, located at 257 W. Clarkston Rd., is open from 9 a.m. to Midnight, seven days a week.

Reduced rates are available Monday through Friday after 9 p.m. Basketball America can be reached at (248) 693-5858 or online at [bballamerica.com](http://bballamerica.com).



Off the court entertainment is provided for families.



Young athletes learn how to hustle on the basketball courts.



From young players to student athletes, Basketball America clinics teach athletes throughout their careers.

## We're Thinking Spring at Basketball America!

### Boys & Girls Ages 9-15

- Proper defense
- Boxing out
- Passing drills
- Footwork
- Guard movement
- Post moves
- Lots of fun
- Ball Handling
- Dribbling
- Shooting form
- Shooting drills

Session 1 Monday, April 4 from 10:00-1:00

Session 2 Wed., April 6 from 10:00-1:00

Cost: Only \$30 for 1 or \$50 for 2 sessions

**Coach Jim's Spring Break Basketball Clinics**

3 Hours of Basketball Skills and Drills

Push yourself to the next level

### Spring Break Volleyball Camp

Work on skill development during Spring Break

**FORMING SOON**  
Summer Leagues and Camps



Session 1 Tuesday, April 5 from 10:00-1:00

Session 2 Thursday, April 7 from 10:00-1:00

Cost: Only \$30.00 for 1 or \$50.00 for 2 sessions

## Boys & Girls 3 on 3 BASKETBALL

Instructional League - Boys & Girls 4-6, Monday Games - 6 Week Season

Girls - Monday Games  
Ages: 7-8, 9-10, 11-12, 13-16

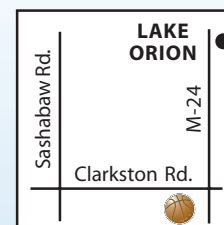
Boys - Wednesday Games  
Ages: 7-8, 9-10, 11-12, 13-14, 15-17

8 Weeks - Girls Beginning March 14 • Boys Beginning March 16. Register by March 10th.  
All players must be at evaluations - Girls March 14, Boys March 16



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Stop In or Register Online at  
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# 'Community' is Lakes Community Credit Union's middle name

Members of the Lakes Community Credit Union, located at 350 N. Park Blvd. in Lake Orion, are often greeted by their first names.

In many cases the credit union's staff, many of whom live locally, know them both as customers and as neighbors.

This small-town connectivity separates Lakes Community Credit Union from other larger financial institutions in the area, according to Marketing Director Jim Boehler.

"We're part of this community," he said. "I think we do an exceptional job at making people feel welcome."

Not to mention, Lakes Community Credit Union is looking at technology to enable members to conduct their own financial business for the sake of ease.

The Lakes Community Credit Union was established as Pontiac Telephone Employees Credit Union in 1937, moving to its current location in the late 1990s. The credit union also operates a similar full-service branch in Waterford, at the intersection of Williams Lake Road and Dixie Highway, plus a smaller office in Sterling Heights.

Boehler said the credit union has approximately 9,000 members, with a majority located in the Lake Orion and Oxford area.

"Banks have customers, while credit unions have members," he said. "When a person opens an account here with a \$5 deposit, they become an owner, enabling them to vote for the our Volunteer Board of Directors."

The business lobby of the Lake Orion location is open 9:30 a.m. to 5:30 p.m. Monday through Friday, with the drive-up window staffed at 9 a.m. until close. On Saturday, both the lobby and drive-up window open from 9 a.m. to 1 p.m. The credit union features a No Fee drive-up ATM machine for members, and Lakes is part of the Co-Op network, which offers 28,000 no surcharge ATMs.

Because it is member-owned and operated, and not for profit, Boehler said the credit union typically offers better rates on home mortgages and auto loans, as well as savings and checking accounts, CDs and other investment products and both credit and debit cards. The credit union's fees are very competitive or non-existent.

The Lakes Community Credit Union currently is offering as low as 1.99% APR for auto loans. Persons locked into a high interest rate and/or vehicle payment are encouraged to visit the credit union and refinance their cars or trucks.

Excellent customer service is the greatest point of pride for the credit union's staff.

"When a person calls a bank for help, chances are he or she could be talking to someone in a different state," Boehler said. "When they call us, they're talking to someone who lives and works in Lake Orion or Oxford. There's a connection."

The local credit union partners in other ways with the community as well. The credit



The friendly staff of Lakes Community Credit Union is here to serve you.

union awards four \$500 college scholarships and four \$250 mini-grants for area teachers annually. Scholarship applications are being accepted now, available online at [lakescommunitycu.org](http://lakescommunitycu.org), with money awarded

in June.

"We're happy to be part of this community. Pretty much anything a bank offers, we do too, but at better prices and rates. I welcome the public to come check us out."



*Get the financing you need,  
and get the car you want!*

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Apply by phone or online today, or stop by any branch location to speak with a lending consultant in person.

Annual Percentage Rate (APR) is based on applicant's credit history. 1.99% APR, auto model years 2016 to 2014 for a maximum term of 60 months. For example, \$20,000 loan with APR of 1.99% would have 60 monthly payments of \$450.47. Rates subject to change at any time without notice. Rate effective as of February 1, 2016. Membership eligibility required.



# Scott Ockerman is honored to be your State Farm agent in Lake Orion

Serving his Lake Orion community is an honor for State Farm Agency agent Scott Ockerman.

Being a part of the largest insurance company in the country that offers home, life and auto insurance makes it even more special for Ockerman.

“We have a great location, great customers and this is a great community,” Ockerman said. “I am really honored and blessed to be a part of it. We have the number one company in America and we have to back it up with a great team.”

Scott Ockerman Insurance Agency has some fairly new offices, too. He moved in late October from a southern Orion Township location to 403 S. Broadway, in Lake Orion. The site formerly housed Lake Orion Heating and Cooling.

Getting to know his customers and their needs are very important to Ockerman. He has been an agent in the area for 15 years and understands them.

“I want our customers to understand what our insurance services can do for them. It’s very important to meet their needs. We are very involved in this community.

“I look at my team here as financial coaches. I coach them and we coach our customers and teach them what they need to know about our insurance services.”

Ockerman said he wants his customers to be educated and empowered after they leave his office.

“I want them to have a little bounce in their step when they leave because they are excited about knowing more about their insurance and how it can help them.”

Ockerman lives in the community with his wife and six children, which includes three boys and three girls.

As his family has grown, so have his customers, and it has been something Ockerman has enjoyed.

“Watching people grow up here and see them progress is really cool and it makes us proud we have been here to help.”

Ockerman said he values the connections to the community and his customers. While he said the company’s commercials about customers uttering the words “State Farm is there” and an agent magically appears, is amusing, the truth is pretty close to that.

“They can contact me by cell or anyway they need to and I’m there. I take a lot of pride in being available to our customers.

“Being an agent for State Farm is an honor.”

Ockerman can be contacted at 248-391-9300 or by visiting <https://www.statefarm.com/agent/US/MI/Lake-Orion/Scott-Ockerman-RHL552HY000>



## We've Moved!



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 Scott Ockerman, Agent  
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Voted “Best Insurance Agent”  
 By The Readers Of The Lake Orion Review



# Dr. Rocco Ciccone's Dental Practice: Advanced technology paired with winning customer service

Starting their 18<sup>th</sup> year of being one of Orion's leaders in dentistry, Dr. Rocco Ciccone's Dental Practice is continuing its commitment to patient care using contemporary technology. The family practice is always up-to-date on the newest, most advanced technologies being developed in the dental field, which in turn can expedite dental procedures. Appointments that used to take hours or required multiple visits can now be performed with a few clicks of a mouse.

Dr. Ciccone, who has been practicing dentistry since 1986, and his staff continually read and review updates within the dental field, which are published in dental/medical journals. Additionally, his staff of two hygienists, his assistant, and two administrators receives continuing education. It's that education that allows Dr. Ciccone and his team to act as dental detectives when it comes to finding health issues in a patient that he or she may not be aware of. A routine check up at their office can lead to a life saving diagnosis, something Dr. Ciccone is very proud of.

"We pay close attention to things beyond the teeth. We look for bulging veins under the tongue that are often a sign of high blood

pressure. Bleeding gums can be a sign of diabetes. We also pride ourselves on our oral cancer screenings. If you are an adult and you come in for a check up, we give you a cancer screening every time, because in the U.S., oral cancer takes a life every hour."

Dr. Ciccone purchased his Lake Orion practice in 1998 and he and his family moved to Clarkston in 1999.

"I saw Lake Orion, met the people and fell in love with this area," he said.

As dental technology progresses, his customer service remains at a consistently high level. His staff warmly greets every patient who comes through their door and that level of comfort continues into the state-of-the-art treatment rooms.

Dr. Ciccone's office is located at 792 S. Lapeer Road. He is in the Buckhorn (Lake) Plaza with the PowerHouse Gym. Their business hours are Monday 10 a.m. to 7 p.m., Tuesday 10 a.m. to 5 p.m., Wednesday 7 a.m. to 1 p.m., Thursday 11 a.m. to 8 p.m. and select Saturdays 9 a.m. to 3 p.m. To schedule an appointment, please call 248-693-8366. For more information, you can visit their website at [www.lakeoriondentist.com](http://www.lakeoriondentist.com). You can also find them on Facebook.



Dr. Rocco Ciccone is located at 792 S. Lapeer Rd. in the Buckhorn (Lake) Plaza.



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We are pleased to offer our patients E4D restoration services - a superior method of creating precisely-designed, color-matched and high durable creamic restorations right in our practice. From simple fillings to full crowns and veneers, E4D delivers the results you want in a single appointment.

**VELscope**

The Oral Cancer Screening System

Oral cancer claims 3 times as many victims as cervical cancer. That's why we're pleased to announce that we now have the VELscope® Oral Cancer Screening System. A screening is fast, painless and affordable. Ask us about this new life-saving technology!



Dr. Rocco Ciccone and his warm, friendly staff.

Our team of dental professionals care about you and everyone in your family...and about your lasting dental health. We also are passionate about quality dentistry and providing you with a unique dental-care experience. To help your family's smiles be healthy, attractive and confident, we offer:

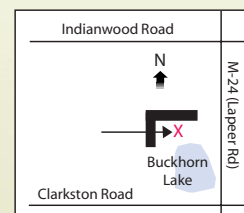
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# Rustic charm, comfort await guests at Maple Cove B&B

You don't have to spend hours and hours in the car driving to northern Michigan or the west side of the state to experience the charming, peaceful atmosphere of a quaint bed and breakfast.

Nestled in the heart of rural Addison Township is a breathtaking historic farmhouse that's been transformed into a welcoming place for tourists, weary travelers and folks just looking to get away from it all for a night or two.

Earlier this year, Mark and Jan Smith opened the Maple Cove Bed and Breakfast. It's located at 969 Maple Cove Drive, just south of Lakeville Rd. and a little west of the unincorporated community of Lakeville.

A heaping helping of hospitality awaits folks at the Maple Cove Bed and Breakfast, which is capable of accommodating up to six guests (three couples). The small number allows for a more intimate atmosphere in which guests are treated like family as opposed to just another room number.

Guests have their choice of three unique suites – the Plantation Suite, the Hemingway Suite and the Casablanca Suite.

Each suite features a sumptuous bedroom, a tranquil sitting room and a private bathroom. Each has its own tasteful decor and relaxed vibe.

When they're not enjoying their private suites, guests have access to a great room featuring a magnificent stone fireplace, a gaming area with a pool table and antique player



**Mark and Jan Smith, owners of the Maple Cove Bed and Breakfast in Addison Township, invite guests to leave their cares at the door and enjoy their historic farmhouse.**

piano, and an in-ground swimming pool.

Breakfast is served in a cozy dining room with a wonderfully warm and rustic feel.

A spacious front porch beckons guests to while away the afternoon or evening with conversation and cocktails.

Situated on a 14-acre spread, the entire

house is approximately 4,800 square feet, however, the bed and breakfast portion is about 3,000 square feet. The original part of the house was built sometime between 1870 and the 1890s.

Rumor has it, the farmhouse was once used as a brothel and speakeasy, but there's

no hard evidence to support that.

Then again, who cares whether it's true or not, because it's one of those fun, fascinating local legends that only adds to the place's mystique.

The Smiths have owned the historic house since September 1994 and spent a number of years meticulously restoring it to well-beyond its former glory.

Now, the couple is ready to share their love of cooking and entertaining by fulfilling their dream of becoming innkeepers.

The Smiths encourage their guests to get out and explore everything this area has to offer. With Maple Cove's relatively close proximity to the popular downtown areas in Oxford, Rochester and Romeo, guests have access to an eclectic mix of dining, shopping and entertainment experiences.

Guests looking to enjoy nature, of which there is plenty around here, can walk or bike the Polly Ann Trail, go boating on Lakeville Lake, visit one of the area's many parks or take a drive through picturesque horse country.

There's so much to see and do, guests will have no trouble at all drifting off to dreamland when they return to their suite for the night. Maple Cove Bed and Breakfast isn't just an inn, it's an escape from everyday life.

For more information about Maple Cove Bed and Breakfast, please visit [www.maplecovebandb.com](http://www.maplecovebandb.com)

To make reservations, call (248) 969-2929.



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# Salon's name and look changing; expert service continues

Regina Paul Salons in downtown Oxford is getting a new look and a new name, but what won't change is the expert staff and its unwavering commitment to pampering every single customer that walks through the door.

The 51 S. Washington St. salon has been undergoing a complete makeover of its own.

Customers will notice new flooring, a new front desk, new styling stations, and a vibrant new color scheme that just pops when you see it.

"Pretty much everything in the salon is brand new," explained Kim Gibson.

She co-owns the salon with her husband, Scott. They grew up next to each other and are childhood sweethearts as well as Lake Orion High School graduates.

"The salon is 16 years old and we bought it in June 2013," Gibson continued. "We wanted to do an update and give it a new flare. Really make it our own."

With the new look comes a new name.

Say good-bye to Regina Paul Salons and give a warm Oxford welcome to Charm & Company Salons.

Gibson didn't just pull this name out of a hat. It holds a deep, personal meaning for her and her family.

Charm Hairstyling is the name of the salon her family owned and operated in Southgate from the 1950s through 1980s.

"I lost my mom a year ago, so I'm renaming it in honor of her," Gibson said. "Her name

was Elaine Bera."

Even though a lot of changes are taking place at the salon, Gibson promises it will continue to be a full-service establishment that does hair (styling, coloring, extensions, perms, etc.), facials, manicures, pedicures, massage, waxing and makeup applications.

"Our staff is very experienced," she said. "We have a very high level of professionalism and we want all of our guests to be able to just relax and enjoy themselves.

One way to do that is with the Cleopatra service. It consists of a 90-minute session during which guests are taken to a private room where they lay down in a massage chair and receive a custom-blend facial, manicure and pedicure from not one, but two salon professionals.

"We provide lunch with that as well," Gibson said. "The idea is to feel treated like a king or queen."

The Cleopatra service costs \$150 and is well worth it.

In addition to all the changes at the salon, Gibson and her husband are in the process

of establishing a nonprofit organization called Embrace.

Embrace exists to create healthy environments to mentor youth through love and acceptance as students are given hope and freedom in Christ.



"It's about finding out what's going on in their lives and coming alongside them as they face different challenges, issues and personal crises," Gibson said. "We're currently working with six Oxford High School students that are giving us their view on what they're seeing in the school. Then, we'll start working with Lake Orion students who want to come on board. We're trying not to develop it too

fast right now."

To learn more about Embrace, please visit [embraceone.net](http://embraceone.net).

A grand opening for Charm & Company Salons is scheduled for Sunday, May 15 from 12 noon to 4 p.m.

"That's when we're officially changing the name of the salon," Gibson said. "We just wanted to get the word out there now."

The grand opening will include activities at the salon and in downtown's Centennial Park. There will be a 'battle of the bands' in the park and this will serve as a fund-raiser for Embrace. There will be a 50/50 split of the money donated by audience members between the winning band and Embrace. A silent auction and art projects will also be part of this event.

Regina Paul Salons (soon to be Charm & Company Salons) is open Monday 3-9 p.m.; Tuesday and Wednesday 10 a.m. to 9 p.m.; Thursday 10 a.m. to 10 p.m.; Friday 9 a.m. to 6 p.m.; and Saturday 8 a.m. to 3 p.m. The salon is closed on Sundays.

Regina Paul Salons has a second location inside Independence Village of Waterstone (701 W. Market St.), a luxury retirement community. It's open Tuesday through Friday and all seniors – not just Independence Village residents – are welcome.

To learn more about this quality downtown salon, visit [www.reginapaulsalons.com](http://www.reginapaulsalons.com) or call (248) 969-9044. For the Independence Village location, please call (248) 236-9017.

## regina paul salons

soon to be...

## CHARM & COMPANY SALONS

### Come see our new look! Grand Opening Celebration and Fundraiser on May 15<sup>th</sup>.

*Our salon and spa is located in the heart of downtown Oxford facing Centennial Park. We are a full service salon specializing in hair cuts, styling, hair color, bridal services, nail services, facials and massage, and men's services. All seniors welcome at our second location located at Independence Village of Waterstone!*

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Scott & Kim Gibson | Owners

Downtown Oxford: 51 S. Washington, Suite C • Oxford  
Independence Village: 701 Market St. • Oxford

[www.reginapaulsalons.com](http://www.reginapaulsalons.com)  
(248) 969-9044

# CIC: People who live and work in your community

Don Harrison, co-owner and vice president of Community Insurance Center (CIC) celebrated 30 years in the business this year.

Like many people, Harrison didn't go to college to get into the insurance business, but after graduating with a degree in accounting the job market was minimal in 1985, so he ended up returning to his hometown and hired in at CIC with the thought of doing a finance division for them.

"I started in personal lines, and then five or six years later started in commercial lines," Harrison said. "I became an owner in the 90's and have been managing and assisting customers with their insurance needs my entire career."

Harrison said CIC prides itself that many of their employees not only live in the community, but are active in the community.

"I recently moved back to Oxford after 30 years, so I am all in with owning a business in this community and again living in the community," Harrison said. "It's a great place to live."

As far as insurance goes, one of the things Harrison said they've noticed as they've been reviewing customers' auto policies is that many of them only have liability limits of \$100,000 per person and \$300,000 per accident. Those are the same limits of liability that were written 30 years ago when he was first starting, which is why they're recommending that a lot of their customers go to a "much higher limit of

liability."

"So many times people can afford to pay a deductible of \$250, \$500 or more at the time of a claim and that's not going to set them back financially many years. But if they have to pay a claim that's not covered above and beyond a lawsuit of \$100,000 they may have their wages garnished or have to sell some assets," Harrison explained. "Our thought is, let's take care of big items, such as a lawsuit and offset the increased premium difference with a higher deductible on the comprehensive or collision."

CIC represents some of the top insurance companies in Michigan such as Frankentuth, Fremont, Pioneer and Auto Owners, just to name a few.

"We've always been very aggressive and very competitive in the market," Harrison said, noting that CIC was also named a five-star agency by Fremont for 2016, an honor they had received in 2014 as well.

"That's based on underwriting quality, being profitable with the company, growing

with the company and having the highest level of business ethics with them," he said.

While CIC offers insurance for auto, home, commercial, health and life insurance, He noted that they have seen a large increase in providing coverage for contractors. Harrison



From Left: Lindy Helm, Kim Kruger, Lynne Weinman, Katy Kozma, Joy Schaefer, Shannon Bieser and Don Harrison. Missing Sue Woolsey and Rebecca Mather.

said they're members of the Home Builder's Association and have a program specifically for builders, noting that if the builder is also a part of the Home Builder's Association there is a substantial discount for them.

"The last couple years we've had a good amount of construction business and we insure some builders that are very active in the area

building new homes, so we've been doing a lot of new homes for people moving into the area as well."

As far as insurance overall, Harrison doesn't see any substantial rate increases, at least not from the companies they represent, but he does foresee changes in the auto-market because there are a less and less young people driving.

"They don't feel the need to get a driver's license, he added. "Maybe not necessarily in the Oxford area, but the trend has been for younger people to get rides from other people."

CIC has been serving Oxford residents since 1955 but took the corporate name of Community Insurance Center LTD in 1978. They are located at 932 S. Lapeer Road and have a second location in Metamora, located at 3900 S. Lapeer Road in the stone english cottage style building, at the corner of M-24 and Dryden Road.

They've also started more marketing and becoming more apparent on the web both through Facebook and their website.

"We're just allowing more ways for our insurers to communicate with us," he added. "Requesting a quote, requesting changes and requesting certificates of insurance can all be done on our website"

For more information about CIC or to talk to a representative about the right insurance for you call 248-628-2505 or visit [www.communityinsurancecenter.com](http://www.communityinsurancecenter.com) and find them on Facebook.

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# Pioneer Door can handle garage doors to automatic gates

Things are going quite well at Pioneer Door in Oxford.

"Sales were good last year. We were up again," said Greg Shick, who co-owns and operates the 1100 S. Lapeer Rd. business with his wife, Dawn. "We're looking forward to another great year."

Demand for stylish and sturdy new garage doors is up on both the residential and commercial sides.

Pioneer Door continues to offer its customers a 10 percent discount on all the products it carries. "We like to offer people a good deal and we like to show our customers how much we appreciate their trust and their business," Shick said. "You don't need to clip a coupon or wait to see a special newspaper ad. Just mention it and we'll give it to you."

Pioneer Door is quite busy these days installing automatic gates and openers in rural areas where homeowners have long and winding driveways.

Folks in those parts place on a high value on their privacy and security, so they like to make sure their homes and properties are protected from trespassers, thieves, looky-loos and unwanted visitors.

"These gates offer peace of mind and they're attractive, so they enhance the look of the property," Shick said. "You don't have to sacrifice aesthetics for security."

Although Pioneer Door has been in business for more than 20 years, the company is

by no means stuck in the past.

Shick tries to provide his customers with the latest technology. For example, the company offers LiftMaster garage door openers and gate operators, which feature MyQ accessories.

MyQ accessories use the power and convenience of the internet to allow people to control the garage door, gate or lighting at their home or business from their smartphone, tablet, laptop or home computer.



The experienced professionals of Pioneer Door in Oxford..

"Basically, you can open and close your garage door or your gate from anywhere in the world," Shick said. "Say you're expecting a package and you want to open up for the delivery guy, but you're not going to be home. This lets you open it from wherever

you are, then close it."

MyQ also serves as a security system by alerting users whenever their garage door or gate has been opened by someone else, whether it's an intruder or a teenager attempting to sneak in past curfew.

"A lot more people are requesting MyQ. That's the new hot thing," Shick said. "People are seeing the ads for it and realizing the advantages. It is a nice safety feature."

As always, Pioneer Door continues to provide services within about a 30-mile radius of its Oxford headquarters.

"Of course, we handle all of Oxford and Orion, but we also go to Troy, Rochester, Waterford and Clarkston," Shick said. "We've got a good reputation and we're often the first one people call when their garage door is broken or they want to install a new one."

Folks looking to make a stylish statement with their garage door will be pleased to know that Pioneer carries Raynor Overhead Door's new opticolor doors line available in 1,800 different colors.

"It's for people who want their garage door to match their gutters or parts of their house," Shick said. "The doors are all pre-painted at the factory. Whatever you want,

they'll paint any color. They're all pretty reasonable as far as cost."

For customers concerned about energy efficiency and good value, Pioneer Door offers Haas insulated garage doors.

"They have the highest R-value and the best construction," Greg said. "They help keep heating costs down if someone has a heated garage or a room above their garage. They have a lifetime warranty. They won't delaminate or rust."

Pioneer Door is one of only three dealers in the entire state of Michigan to carry the Richards-Wilcox line of premium residential garage doors. "We're the only dealer in southeastern Michigan," Shick said. "They offer an outstanding product in terms of quality, durability and appearance."

Richards-Wilcox offers a variety of popular Carriage House-style doors, but, according to Shick, the real star of the show are the steel doors overlaid with real wood slats.

"They combine the look and feel of genuine wood with the insulation factor offered by a steel door," he said.

Pioneer Door is open from 8 a.m. to 5 p.m. Monday through Friday and on Saturdays from 8 a.m. to noon. Free estimates on new garage doors are available to homeowners.

For more information, please call (248) 628-6230 or visit the company on-line at [www.pioneerdoorco.com](http://www.pioneerdoorco.com). Don't forget to check them out on Facebook, too.

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# Sparks-Griffin Funeral Home has a legacy of service in Lake Orion

Sparks-Griffin Funeral Home is a name in the Lake Orion community synonymous with compassion and service.

The 88-year-old family business began in Pontiac in 1927 and has been a fixture in Lake Orion since 1972. They have been recognized as the best funeral home in Lake Orion by area residents. The honor is richly-deserved

Greg Griffin operates the Lake Orion location of Sparks-Griffin, at 111 E. Flint Street. Greg is the third generation family member who chose to serve his community. He has been licensed since 2002.

The family has a valued legacy earned by service at its Pontiac and Lake Orion locations.

“In 1972 my grandfather Glenn Griffin and his son Tom purchased the Allen Funeral Home in downtown Lake Orion.” Greg Griffin said. “Together they brought the family tradition that was started in Pontiac back in 1927.”

Greg has been involved in the family business since he was a child. After he graduated from Western Michigan University and was licensed, he naturally returned home.

“After spending my first 10 years working

with the families at our Pontiac chapel, I joined Dad in Lake Orion at the end on 2011. That seems like yesterday. Reconnecting with the many families that I have known for so many years and meeting so many more has made the profession that I chose much more of an honor.”

Greg Griffin understands the importance of a dedicated staff in helping a family through their difficult times.

“Sharing in the journey that we go through as we deal with losing someone special is one of the most difficult experiences imaginable,” he said.

“I am truly grateful to the families in our community for trusting our family to lead their journey with care and friendship. Dealing with the many questions that arise can be overwhelming.

“Please be encouraged to call or come by if you would like to sit down and talk about the many options that are available or discuss any particular questions that you may have.”

To contact Sparks-Griffin, call, 248-693-8336 or visit <http://www.sparksgriffin.com/>



Thomas G. Griffin and Gregory T. Griffin serve the community



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# Latest technology in cosmetic care at Allure Vein Center

Allure Vein Center of Clarkston focuses on bringing out the best version of you.

"We reveal a more attractive you," said Andrew Simon of Allure Vein Center. "We're here to help people feel and look better."

The professional team at the Clarkston office, 7300 Dixie Highway, specializes in the treatment of varicose and spider veins.

"We're the number one provider for varicose and spider vein treatment," Simon said. "We've been in business for 13 years. We've been doing this the longest."

Varicose veins in the legs can lead to swelling, open wounds, ulcers, restless leg syndromes, and other conditions. Allure pioneers treatments and treatment methods of the painful condition.

"We stay on top of the newest and best technology to offer better treatment," he said.

Previously, varicose veins would be treated surgically with vein stripping, requiring long recovery times and leaving scars.

With new procedures using lasers and other technology, patients have

no downtime and minimal discomfort.

Botox and Facial Fillers, administered by highly trained and experienced doctors and physician's assistants, reduce wrinkles and restore confidence.

To tighten sagging skin, Allure uses the latest technology including Fraxel laser skin resurfacing, Thermage, which uses focused radio-frequency energy, and the ultrasonic Ulthera procedure.

Allure was the first medical spa in Michigan to offer CoolSculpting, which uses cold energy to break up fat cells in a process called cryolipolysis. Care providers at Allure have received specialized training in the procedure.

Allure Vein Center has been in Clarkston for two years, and is active in Clarkston Area Chamber of Commerce.

"It's a great location," Simon said. "We're doing very well in Clarkston. It's a very community oriented area."

Most insurance plans cover varicose treatment and other procedures. Call 800-577-2570 or go to [alluremedicalspa.com](http://alluremedicalspa.com) to schedule a free consultation.



Jamie Peysakhov, P.A.C., demonstrates treatment of varicose veins, at Allure Vein Center in Clarkston.

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vein center

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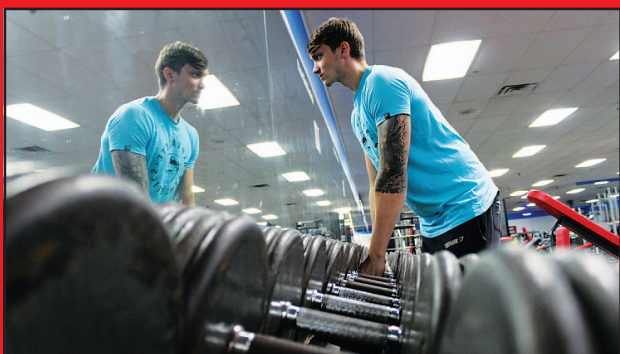
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# G's Pizzeria keeps with family values and unveils new menu for 2016

It's difficult to travel through the lower peninsula and not stumble upon the iconic blue "G" of G's Pizzeria illuminated from a distance.

Their family-owned brand of quality pizza originally opened in West Branch in 1983 and since expanded into eight locations in the Mitten. The Galea family opened the Lake Orion restaurant in 2008 and since has cemented its family culture into its reputation.

There's a specificity they want known about their restaurant: They are a family restaurant that has a bar and not a bar that serves food. That distinction has kept G's Pizzeria a staple for families in the community. They've also built a strong relationship with the high school and have committed to supporting local youth sports.

"We're all family and I think that's what G's is to a lot of people," Owner Chris Galea said. "It started with my grandparents and parents who opened the first one and continues with our newest location in Saginaw."

The restaurant is known for its award winning pizzas and delectable menu but starting on March 1, G's will have a completely revamped menu. They're downsizing their menu while putting even more of an emphasis on homemade products. What wasn't homemade before, will now be a homemade speciality.

G's is returning its menu to staple pizzeria

dishes and will no longer have selections like ribs or "South of the Border" items. They are also distancing themselves from fried appetizers and putting an emphasis on homemade appetizers. Now gracing the menu will be homemade meatballs and macaroni and cheese plus many more.

"This is the biggest revamp that I've personally been apart of in the 10 years I've been with the business," Galea said. "We really wanted to showcase that we make a lot of items homemade so we messed with recipes over the past six months to make the majority of our items homemade."

Being locally owned and operated allows G's to personally know their customers and to listen to those customers. They focus on strengthening customer service while serving always fresh ingredients.

Recently voted the Best Pizza in Lake Orion, G's looks to make people feel right at home as soon as they walk through the door. They also have the ability to host parties, wedding showers, and offer carry out as well as delivery.

Their restaurant is located at 2775 S. Lapeer Road and their phone number is 248-393-0000. They offer online ordering at [gspizzeria.com](http://gspizzeria.com). Their hours of operation are Monday through Thursday, 10am to 11pm, Friday 10am to 12am, Saturday 11am to 12am and Sunday 11am to 11pm.



G's Pizzeria co-owners Chris and Jason Galea, and Mario Genna invite you to come try their new, homemade menu.

# Premier Self Storage unveils industry game changer

Driving by Premier Self Storage on Lapeer Road it appears to be simply a storage company, but inside is anything but simple. Walking through a tenant space within the Premier building, one would have no idea they're actually inside a large storage area.

Premier offers hundreds of climate controlled, indoor storage spaces, but owner Dan Boorstein has taken the aspect of office space and melded it with storage space. He's called it FlexSpace and it's sparking a lot of attention from local companies as well as big name businesses.

Premier 2.0 building now offers the ability for a person to have professional, front office appeal and productivity with the added convenience of climate controlled and secured storage or light manufacturing space. The flex-space can be adapted to any size or shape the customer desires. Their all-season, indoor delivery area is accessible to the customer's storage facility, office space and can accommodate a large truck.

"The FlexSpace area is designed to be highly flexible both in terms of the size we can divide them into and the accessibility of units themselves. The FlexSpace units can all have their own individual front door accesses and then they also get drive-inside computer coded access for delivery and production," Boorstein said. "It's very unique I don't think

there's anyone that has anything like this anywhere in the Oakland Co. market."

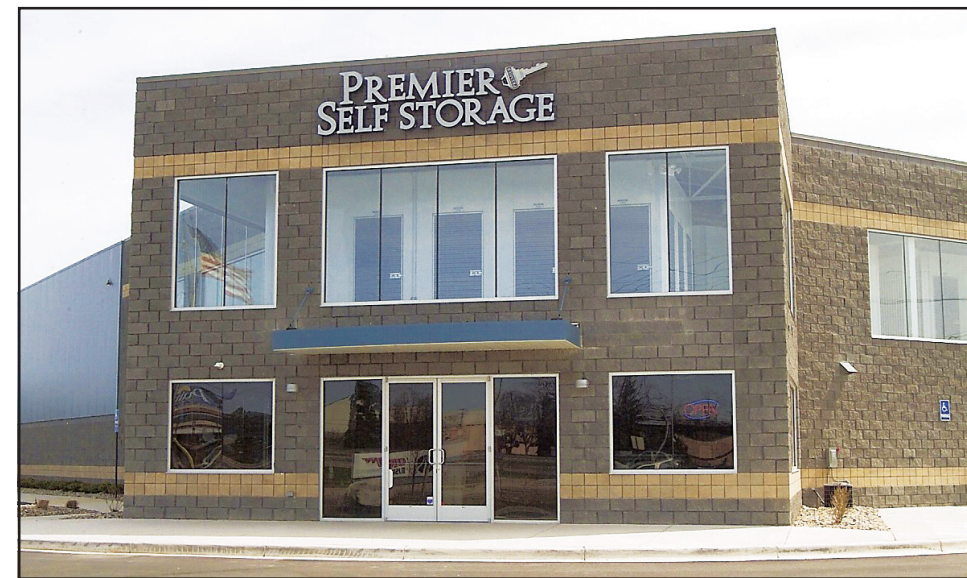
This Flex-Space removes the hassle of a trying to find a stand-alone warehouse for company operations. Boorstein and his team work with the customer to develop a workspace that is tailored to their operation.

Walls can be moved, doors can be added, and bathrooms installed all while having the peace of mind in knowing their product or possessions are secured in a heavily monitored facility.

So what's the downfall? Well there isn't one. Premier accepts the burden in heating, cooling, plumbing and initial development of the space. Deliveries and transportation can be completed in a warm and dry environment. Equipment and products can be thoroughly washed in their drive-in area which is equipped with a polished concrete floor and industrial floor drain.

"Both our original building and our brand new building, that we opened two weeks ago, features a 6,000 square-foot, drive inside, loading areas," Boorstein said. "So any size car or truck can get inside, outside of the elements."

Boorstein has recognized that community and the country has bounced back significantly since the recession of 2008 and



Premier Self Storage is located at 100 Premier Drive just East of Lapeer Road and North of Dutton Road.

he's seeing more and more operations grow and develop. He says that with the growth of those businesses and individuals alike, he has seen a need for his flex-space.

"Instead of trying to force the mark into the box of small self storage spaces, we wanted to open that up and open up the flexibility and creativity for people wanting to utilize space." Boorstein said, "The reaction has

been overwhelming, I have gotten more calls on the FlexSpace than even on the self storage space, which is already leasing up, even in the heart of the winter"

Premier Self Storage is located at 100 Premier Drive just East of Lapeer Road and North of Dutton Road. For a free estimate or more information on their new flex-space, people can call 248-276-9200



# Associated Foot Clinic will make your feet healthy again

Foot problems should not be ignored, regardless of age, say the doctors at Associated Foot Clinic, who have been treating patients for 31 years.

The practice is located at 191 N. Park Boulevard, off Lapeer Road in Lake Orion.

Podiatrist Dr. Jeffrey C. Noroyan, D.P.M., Dr. Timothy B. Snyder and Dr. Gloria Christin make up the dedicated Associated Foot Clinic team.

Combined, they feel patient-oriented care is the most effective when treating foot problems.

Most ailments are simple and can be corrected with in-office treatment. Foot afflictions vary depending on age and activity.

Heel spurs, heal pain and ankle injuries are common, Dr. Noroyan said, and the most important thing to

do when experiencing foot pain of any kind is to have it professionally evaluated. Kids are going to have ingrown nails, while older people typically experience poor circulation, bad bunions and hammertoes, he explained.

Choice of footwear and proper foot care are other important factors in maintaining healthy feet. The doctors at Associated Foot Clinic encourage yearly checkups.

Noroyan said one step toward healthier feet is ensuring proper circulation.

“Many people leave their shoes on all day until arriving home after work,” he said. “Removing shoes and socks, even for a few hours during the day, can provide proper circulation.”

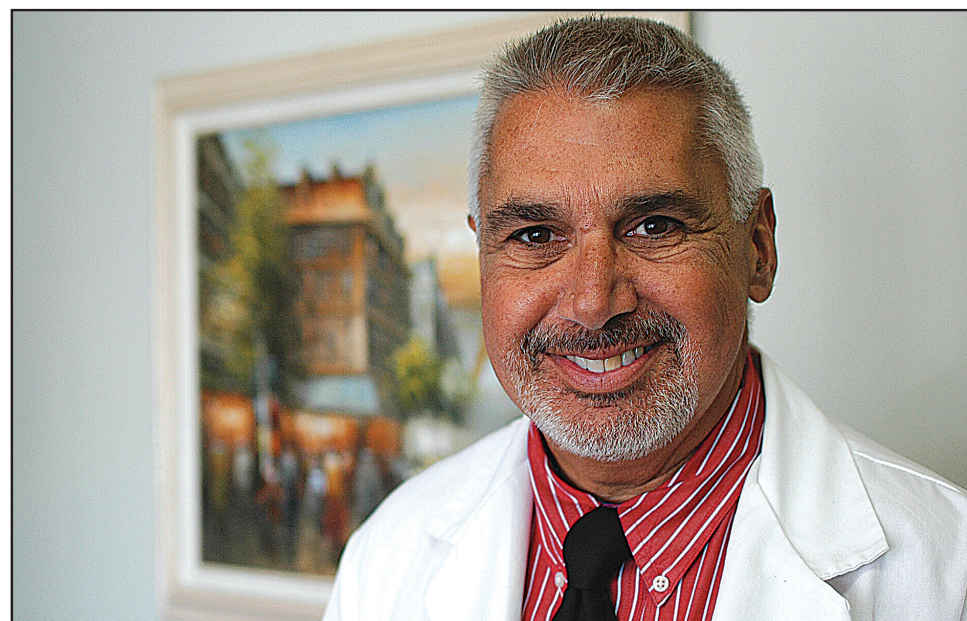
Laser surgery is growing in popularity among the clinic’s patients with soft tissue problems, such as ingrown nails and warts, the doctor noted.



Dr. Timothy Snyder



Dr. Gloria Christin



Dr. Jeffrey Noroyan, D.P.M.

The clinic also sees diabetic patients who are especially prone to foot ailments. Treatment often focuses on nail care. Most foot issues for diabetics can be cured with minimal amount of discomfort.

Associated Foot Clinic also performs in-office surgery, while pre-operative and post-

operative physical therapy is used to alleviate muscle problems. Foot orthotics are also available, molded and customized to patients’ feet.

Office hours are Monday through Friday from 9 a.m. to 5 p.m. Call 248-693-8400 to set up an appointment.

# Lake Orion Assisted Living is a fun, comfortable place to be

Moving into an assisted living facility does not mean giving up the comforts of home, at least for the residents of those managed by Lake Orion Assisted Living.

The company operates a trio of state-licensed assisted living facilities in the community: Silverbell Manor, 1241 Silverbell Rd.; Orion Manor, 1814 Lapeer Rd.; and Pineview Manor, 2888 Baldwin Rd.

They are unique in size, with each accommodating only six residents at a time, each with his or her bedroom.

The assisted living homes features 24-hour awake staffing and delayed egress alarms. Lake Orion Assisted Living specializes in taking care of residents with various stages of Alzheimer and dementia.

“Unlike bigger places, we’ve made our facilities as home-like as possible,” said owner Janet Mazzetti. But our highly trained staff can still take care of our residents’ special needs.”

She noted her home managers have each been in place more than five years, providing valuable continuity for residents. Many of the company’s clients are wheelchair bound or use walkers.

Mazzetti said the entire staff prides themselves in the personal care they offer and their insistence on building relationships with clients. “If someone is just not acting him- or herself, we can spot it quickly and address

it,” she explained.

Another unique advantage of Lake Orion Assisted Living is its acceptance of long-term hospice clients. As a client’s health deteriorates, there is no need to switch to another facility. Mazzetti noted the company works with all local hospice organizations. In addition, all three homes provide daycare services for seniors for two or more hours at a time.

This is a huge relief for many area families who take care of elderly parents, but may need to provide them with alternative care for work or other reasons, Mazzetti said. The facilities also offer respite services for longer overnight stays which, she stressed, many larger operations are not set up to handle.

“Families love these services,” Mazzetti said. “We provide them with the freedom to plan travel and vacations, while still knowing their loved ones are in a safe, secure environment.”

Many Lake Orion Assisted Living clients actually come from larger facilities when their needs increase and they need more individual attention, Mazzetti added.

The smaller Lake Orion assisted living homes are not so hectic and confusing, she said – for example, the distance from one’s bedroom to the dining area may be 25 feet versus 50 yards in a bigger building.

Like other assisted living facilities, music and exercise therapists visit on a weekly ba-



Residents of Lake Orion Assisted Living enjoy a sunny afternoon in the comfortable living space.

sis, as does a horticulturalist to engage clients in a variety of gardening activities.

While Mazzetti noted there is a current waiting list for clients, she said this status can

change.

Persons interested in securing a place on the list or learning more about the services offered by Lake Orion Assisted Living should contact Janet Mazzetti at 248-814-6714.

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our intimate 6 person homes provide individual care and supervision that allows our residents the freedom to continue to make personal choices.

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Lake Orion, MI

### Silverbell Manor

1241 Silverbell  
Lake Orion, MI

### Orion Manor

1814 Lapeer Road  
Lake Orion, MI



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# Italia Gardens offers private dining room, gluten-free menu

Italia Gardens in Oxford is ready, willing and able to handle all your special event needs, from catering a high school graduation party at your house to hosting a baby shower in its spacious private dining room.

"Planning big events is hard work. You can make it easier on yourself by letting us do all the cooking," said Ed Klimek, who co-owns and operates the 1076 S. Lapeer Rd. restaurant with his wife, Monica.

"Our off-site catering can handle parties as small as 10 and as large as 400," Monica said.

Italia Gardens' extensive catering menu offers a variety of pasta pans, each capable of feeding anywhere from eight to 30 people. Top off that pasta with fresh salad, sides, homemade breads and hand-breaded chicken breasts.

Ed noted they have staff available to not only deliver the food, but also serve it.

Italia Gardens is the perfect place to host special events as the restaurant has a lower-level private dining room capable of seating up to 60 guests. All-you-can-eat family-style dinners are available for private parties starting at \$13.95 per person including beverages.

"They can order anything they want, but for larger groups, the family-style option is the most popular and the easiest," Ed said.

"A lot of people still don't realize we have a private dining room down there," Monica said. "We can host wedding and baby showers, wedding rehearsals, engagement parties, birthdays, anniversaries, really any

of the important milestones."

To meet the needs of health-conscious diners, Italian Gardens is proud to offer two special menus.

One is a gluten-free menu featuring two appetizers and 13 mouth-watering dinner entrees, three of which feature a special gluten-free ziti pasta.

"Whether it's because of an allergy or a desire to eat better, lots of people are cutting gluten out of their diets and we want to be able to accommodate them," Ed said. "Our menu proves that you don't have to sacrifice flavor when you live without gluten."

For diners who are watching their weight or just want to enjoy some lighter fare, Italian Gardens also features a menu containing five dishes, all of which are under 500 calories. It includes grilled chicken and salmon Caesar salads, blackened chicken, broiled whitefish and fettuccini marinara.

"Just because you're eating at an Italian restaurant doesn't mean you have to order something heavy that's loaded with calories," Monica said. "We try to offer something for everyone."

One dish that's a big hit with both the glu-

ten-free and low-calorie crowd is the spaghetti squash served with Italia Gardens' classic marinara sauce. It's actually under 350 calories.

"We started offering it last year and it's been so popular, we've just kept it," Monica said. "People really like it."

Italia Gardens isn't just a wonderful place

"We also serve dinner all day long," Monica noted.

Italia Gardens is a big hit with its customers as evidenced by the fact it won Best Catering and Best Ribs in the *Oxford Leader's* 2015 Best of the Best competition, which is voted on by readers. Italia Gardens waitress Abby Sculley won Best Server for the second year in a row.

Italia Gardens opened in Oxford in 2008 and has been owned by the Klimeks since 2010. "Together, Monica and I have over 50 years experience in the restaurant business," Ed said. "We have been doing this our whole lives."

Italia Gardens offers daily specials on Mondays through Thursdays.

On Mondays, kids age 10 and under get a free meal from the kids menu for every full-priced dinner entree purchased. Dine-in only.

On Tuesdays, diners can receive a free meal from a select menu with the purchase of an entree and two beverages. Dine-in only.

Wednesday is 35-cent pasta night. Purchase any dinner and receive a spaghetti dinner for 35 cents. Dine-in only.

Thursday is rib fest. Buy one full or half slab of ribs and receive a second one for half-price. Dine-in or carry-out.

To learn more about Italia Gardens, visit [www.italiagardens.com](http://www.italiagardens.com) or call (248) 628-4112.



Italia Gardens staff enhances an already wonderful dining experience.

to enjoy dinner. It's also a great spot for lunch.

The lunch menu is quite extensive and features many offerings in the \$6-to-\$9 range.

"Lunch doesn't just have to be a sandwich or a burger," Ed said. "We've got pasta, chicken, ribs, sausage, soups and salad, all at reasonable prices."

Lunch is available Monday through Saturday from 11 a.m. until 3 p.m.

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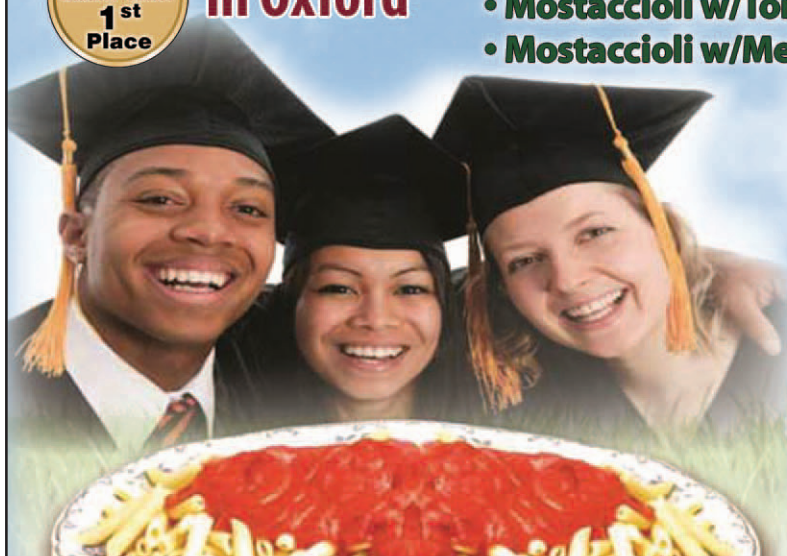
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*Italia Gardens*

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248-628-4112**



# Oxford Veterinary Hospital welcomes Dr. Susan Matyas

Is there a doctor in the house?

Actually, there's now two at the Oxford Veterinary Hospital, located at 6 Lincoln St..

It's been a year since Dr. Susan Matyas joined the practice owned by Dr. Stephen Steep since 2005 and things are going quite well.

Dr. Matyas comes with 17 years of experience in small animal practice. In addition to her general practice skills, she has extensive training and experience in abdominal and cardiac ultrasound.

"That's not something that's offered at a lot of veterinary practices in this area," she said. "Usually, abdominal and cardiac ultrasounds have to be referred to a specialty clinic. Now, people can have them done right here. I'm not a specialist, but I've been doing it for many years."

She spent 15 years working at a veterinary practice in Rochester with six other doctors. This afforded her an opportunity to be involved in a variety of cases, big and small, routine and emergency.

Dr. Steep believes he absolutely made the right decision bringing Dr. Matyas on board.

"Her reputation preceded her," he said. "She is a skilled communicator and a skilled clinician."

Steep was also complimentary of his colleague's ability to treat a variety of dental issues pertaining to dogs and cats.

"This has always been a very progressive practice with regard to dental care," he said. "But she's enhanced things by bring-

ing advanced training and skills to the practice, along with her own instruments."

Combined, the two doctors have 55 years of veterinary experience. That's coupled with the high level of passion and compassion they bring to their profession.

"We are blessed to be members of the world's greatest and most compassionate profession," Dr. Steep said. "Every morning, there is an undercurrent of anticipation as we come into our office and prepare for the pets that will visit us."

"With every appointment, we ask ourselves, did we do our best for that pet and his or her family," Dr. Matyas said. "Every person that walks through our door has made a choice and is coming to us for help. We do our best to remember that and to treat every pet as if it were our own."

Being a 15-year resident of Oxford with a son in the school district, Dr. Matyas is thrilled to be working in the heart of the community she loves, serving her friends and neighbors.

"It's nice to be home," she said.

Having two doctors at the hospital has enabled Oxford Veterinary Hospital to improve client communications.

"We like to keep in touch with our clients after hours," explained Dr. Steep. "When it's one doctor, that's hard to do."

"Our commitment to our patients doesn't end at 6 p.m. when the clinic closes," Dr. Steep noted. "For our critical care patients, we maintain e-mail contact and provide medi-

cal advice after hours."

Oxford Veterinary Hospital's services include, but are not limited to, wellness and sick medical care, hospitalization, complete dental work including radiographs and extractions, soft tissue and orthopedic surgery, abdominal and cardiac ultrasound, and of course, abundant amounts of tender loving care provided by an exceptional staff.

Oxford Veterinary Hospital is proud to have achieved accreditation from the American Animal Hospital Association (AAHA) in 2010. The AAHA's standards are so rigorous, it took Dr. Steep five years to become a member hospital. Less than 15 percent of animal hospitals in the U.S. have earned this accreditation. Now, Oxford Veterinary Hospital must pass an inspection every three years in order to maintain AAHA membership.

Oxford Veterinary Hospital continues to improve its facility and upgrade the technology used to care for its patients.

For example, the hospital now utilizes digital radiography. It's a form of X-ray imaging where digital X-ray sensors are employed instead of traditional photographic film.

Digital radiography provides the doctors

with higher-quality images than film.

With a few simple clicks, the doctors can enhance images and zoom in on areas of concern. And because it's all done digitally, re-takes are simple and quick, making things less stressful for the animals and doctors.

Dr. Steep is in the process of exploring and educating himself with regard to alternative medicine. Some conditions have been effectively treated with herbal supplements and Dr. Steep is considering adding them to the practice. "People do see results," he said. "That's why I want to learn more and see if it's something we can incorporate."

Oxford Veterinary Hospital is dedicated to helping local rescue groups such as the K-9 Stray Rescue League and Heavenly Paws. The doctors provide treatment for sick animals, surgery, medical and behavioral advice, and new adoption visits.

"It's very, very rewarding," said Dr. Steep. "The animals are so appreciative. It's a true adrenaline rush to help these animals and see them get adopted into loving homes."

For more information, please visit [www.oxfordvet.com](http://www.oxfordvet.com) or call (248) 628-3092.

Like them on Facebook at Oxford Veterinary Hospital.



Dr. Susan Matyas and Dr. Stephen Steep with Gabby.



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# Oxford Plumbing & Heating/Air Vac Furnace Co.

## *They do it all, from pool/spa supplies to appliance repairs*

It may not feel like it right now, but summer is just around the corner.

Is there any better way to have fun and beat the heat than taking a refreshing dip in your swimming pool?

But pools require constant maintenance. That's where Oxford Plumbing & Heating/Air Vac Furnace Company can be a big help.

The 153 S. Washington St. business now carries a full range of pool and spa supplies including cleaning chemicals and fittings such as jets, skimmer baskets, vacuums, heaters, pumps and filters.

"The more customers we get, the more supplies we'll carry," said owner Dennis Greene. "If people tell us what they want, what they normally use, we'll order it and stock it for them.

Robarb, Natural Chemistry and Rendezvous are the three well-known brands in pool and spa chemicals that Oxford Plumbing & Heating/Air Vac Furnace Company is offering. "It's all out there in the showroom," Greene said.

Computerized water testing is available as well. All folks have to do is bring in a sample of their pool or spa water and it will immediately be analyzed on site. Customers can learn right away if there are any problems with their water and what needs to be done to correct

things.

"It's just another convenient, helpful service we're offering," Greene said.

Besides working on furnaces, air conditioning units and water heaters, Oxford Plumbing & Heating/Air Vac Furnace Company also does appliance repairs.

"Refrigerators, stoves, washing machines, dryers, microwaves, we do it all," Greene said. "It's pretty steady work year-round. Our guys



**The fine folks at Oxford Plumbing & Heating/Air Vac Furnace Co. are ready to serve you.**

are going full-tilt. We've got three trucks on the road, each responding to eight appliance calls a day. Heating and cooling work is seasonal, but appliances break down 24-7.

"There are no companies with storefronts that offer appliance repair service in this area," he added. "The closest are in Lapeer or downtown Pontiac."

The company is happy to offer assistance to do-it-yourselfers whenever it can.

"There's a lot of people that come in looking for appliance parts because they want to fix it themselves," Greene said. "We stock quite a few parts here. We have probably 1,000 different parts for appliances. If we don't have it, we can usually order it and have it the next day. We'll sell them whatever they need."

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nace Company is proud to offer its customers Global Plasma Solutions (GPS) air-purifying technology.

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contaminants – including viruses, bacteria and mold – in a space in less than 15 minutes.

"It's just a little box that weighs a quarter of a pound," Greene said. "It has no mechanical parts, so it requires no maintenance."

Greene said GPS technology can be installed anywhere from homes to places where people congregate like churches and medical offices.

Overall, business is very good for the company. Over the last year, Greene was able to expand his service fleet from 10 to 14 trucks.

Because it cares about the health and safety of its customers, Oxford Plumbing & Heating/Air Vac Furnace Company is proud to offer something special to those who purchase furnaces.

"With every new furnace that we install, we now include a lifetime safety inspection and start-up," Greene explained. "As long as they own the furnace, we'll come out every fall, start it up and make sure everything's working properly. That's free with the furnace for as long as they own it."

Oxford Plumbing & Heating/Air Vac Furnace Company serves customers within a 20-mile radius of its headquarters. Free estimates and 24-hour emergency service are available.

Oxford Plumbing & Heating/Air Vac Furnace Company is open from 8 a.m. until 5 p.m. Monday through Friday; 9 a.m. to 2 p.m. on Saturday; and is closed on Sunday.

For more information, please visit [www.ophavco.com](http://www.ophavco.com) or call (248) 628-8300.



# Dr. White D.D.S. of Orion Oaks Dental: "We get to know our families on a first-name basis."

What sets Dr. William White D.D.S. apart at Orion Oaks Dental is his priority to be your friend, mentor, and dental expert.

"That's my philosophy since day one, and Dr. Talmer's philosophy for 40 years: getting to know our patients on a personal level," Dr. White said. "And it makes it that much more comfortable for our patients."

At Orion Oaks Dental, Dr. White's team of certified professionals treats each client like family because that's what it takes to create an informed and relaxed patient.

"Informed patients are better prepared to make the right decisions regarding their health and well-being," White said. "And it starts with the most basic fundamental—creating a friendship."

Many of Dr. White's long time patients know him on a first name basis. They know his two children attend Orion Oaks Elementary and that he relocated his offices in late 2015 to practice dentistry in his home community.

After 13 years of practice outside of the Lake Orion area, Dr. White purchased the 40

year-old dental business off Clarkston Rd. from Dr. Sam Talmer D.D.S. in October, 2015.

Dr. White and Dr. Talmer, along with their certified staff, offer the most up to date tech-

technology and resources."

The general dentist practice offers a range of rudimentary and in-depth procedures, including TMJ, cosmetic and restorative den-

because Lake Orion is growing. It's getting to be a vibrant little city, especially in the downtown, and along Lapeer Rd. This is what we look forward to," he said.

And, now that his new sign is up, Dr. White is ready to join the Orion Area Chamber of Commerce, and mark a larger presence on downtown and township-wide events.

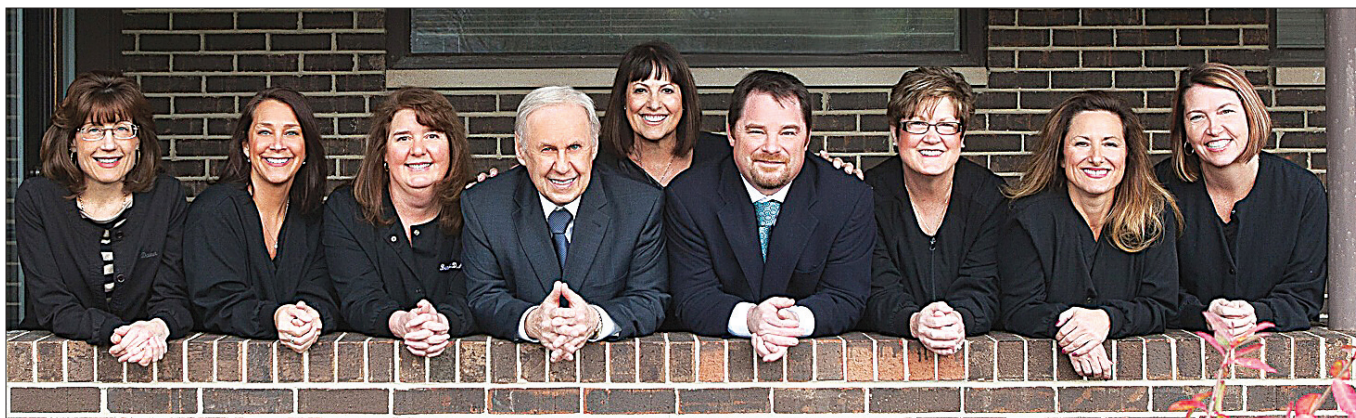
Dr. White grew up in Sterling Heights, and has degrees from Michigan State University and the Howard University College of Dentistry in Washington D.C.

When he's not in the office, you'll find him out in the community, whether at the Paint Creek Country Club and enjoying the outdoors, dining in the restaurant scene or simply out in the downtown.

He looks forward to getting to know the community and its families, and watching one time appointments turn into lifelong friendships.

Orion Oaks Dental is open Mondays and Tuesdays 10 a.m. to 6 p.m., Wednesdays 9 a.m. to 4 p.m. and Thursdays 9 a.m. to 3 p.m.

To schedule an appointment, call 248-693-4422, or visit their website at [orionoaksdental.com](http://orionoaksdental.com).



The warm and friendly staff of Orion Oaks Dental make first time, and long time, patients feel right at home under the care of new owner Dr. William White D.D.S.

nology and procedures available in the market.

For Dr. White, education is ongoing. He is currently enrolled in a postgraduate institution at the Las Vegas Institute for Neuromuscular and Cosmetic Dentistry, and has applied several new techniques to his practice located at 400 W. Clarkston Rd.

"It's a wide range of everything, as far as new technology for fillings, to full mouth rehabilitation, and issues with sleep. Our number one goal is to stay ahead of the game in

dentistry, root canals, implants, and extractions, while offering digital radiographs and nitrous oxide.

Looking towards the future, Dr. White is also excited to watch the growth and expansion he sees in Orion Township.

He moved to Lake Orion in 2003 to start a family and is excited about the progress he sees all around him.

"We love the area. The people, the community, the school system, and as far as business goes, we love the potential for growth

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# Down-home hospitality keeps Culvers' customers coming back

It was another great year for Culvers of Lake Orion. Culvers is represented in 24 states consisting of 568 restaurants, crafting every ButterBurger and custard specialty to order.

Not only was Culvers of Lake Orion a winner last year within the franchise for multiple awards, but the beautiful state of Michigan was number one in sales increases for the country.

Culvers of Lake Orion owners Joe and Sue Zimmer just recently returned from Phoenix after the annual convention, spending quality time with over 1,200 of their local franchises. Following tradition, hospitality with that 'downtown home service' was top on the list of subjects discussed this year at the reunion.

All the franchises in attendance were reminded by its founder Craig Culver how important it is to make sure our guests are provided a safe and clean environment and all our employees are trained to ensure the proper procedures are followed. We must always make sure all employees are trained to understand how important personal hygiene and food safety are to the Culvers brand.

The Zimmers again were the recipients of three distinguished awards presented to those franchises that exemplify high standards following the Culvers brand: "The Pride Award" for the restaurant's great curb ap-



"Da" the Clown entertains the kids every Wednesday screen in their parking lot. It's a wonderful feeling to see all the families bring their kids to this free event who have never really experienced what an outdoor movie is. These movies are selected by the Zimmers and are all family-friendly with a Disney theme.

"All of these accomplishments were made possible by having the best team of managers and crew members who take pride in their jobs every day," says Joe Zimmer. "Our fresh food, great value, clean restaurant and outstanding service will take us far, but most important are our crew members who make it all happen. They truly enjoy their jobs and realize that they are here to make sure that every guest enjoys their dining experience."

On behalf of the entire Zimmer family and the True Blue Crew members, the Zimmers want to say 'thank you' for helping the Culvers of Lake Orion to be so successful.

One of the most important things Joe Zimmer has learned over his 50 years in the restaurant business is that he doesn't build the business, he builds people, and the people will build the business.

peal on the outside, while also providing all guests a clean, warm greeting with smiling faces while they dine inside, and that all customers when going through the drive through can hear the smiles from the order taker at the window; "The Grand Prize Award" which is presented to the restaurant in the area with the highest grossing sales figures exceeding the previous year; and the "The Management in Excellence Award" achieved by adhering to the Culvers' mission statement, "making sure that every guest who chooses Culvers leaves happy." In addition, the award highlights franchises who keep up all the high standards that the brand exudes while following in the franchise's selective service procedures, with esteemed recruiting, hiring training, and keeping all crew members motivated.

It's hard to believe that Culvers of Lake Orion will soon be celebrating its ten-year anniversary. The Zimmers are so grateful to all their loyal guests who have helped their restaurant become a popular destination for all customers. There is always something

going on at Culvers whether it's a fundraiser for a nonprofit organization in the community—which has generated over \$145,000 to date since its opening—or awarding several thousand dollars worth of college scholarships to those True Blue Culvers members who are employed and doing an outstanding job, both academically and work ethic wise.

On a busy Tuesday night during the summer, between 4 p.m. and 8 p.m., it is not unusual to see anywhere from 400 to 500 classic cars at Culvers Cruise Night, the largest Tuesday cruise in Oakland County. Cruises begin the first Tuesday in May, and run through the second Tuesday in October.

On Wednesday nights Culvers celebrates Family Kids Night, offering all kids 12 and under \$2.99 meals from 4 p.m. to 9 p.m. To help promote the event, "Da" the Clown custom makes free balloons to all the kids, a professional face painter entertains the crowds, and Rainbow Childcare hosts a crafts table with new crafts for the kids to learn each week.

On Thursday during the summer months Culvers hosts an outdoor movie on a 16-foot-

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### \$1.00 OFF



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### \$1.00 OFF



**Any Concrete Mixer or Shake**

Based on purchase at regular menu price. Please no substitutions. Not valid with any other offer. Limit one coupon per person per visit. Valid only at Lake Orion Culvers. Expires 4-6-16

### March 17-22nd \$1.00 OFF



**Reuben Sandwich Basket**

Based on purchase at regular menu price. Please no substitutions. Not valid with any other offer. Limit one coupon per person per visit. Valid only at Lake Orion Culvers. Expires 4-6-16

# Royal Oak Heating & Cooling offering quality service since 1951

Royal Oak Heating & Cooling, located at 728 E. 11 Mile Road in Royal Oak, has stood behind their products and their customer service since 1951.

"We treat our jobs as if it were our own home" said Co-owner Scott Ferguson. "We're concerned about the customer and making sure they're happy and satisfied with everything. If not we'll make it right."

In order to keep the service customers have come to expect, Royal Oak Heating & Cooling makes sure all their workers are properly certified to do the job and that they keep up to date with the latest products and code laws.

"We work in an industry where equipment is constantly evolving and becoming more efficient," Ferguson said. "This allows us to give better solutions to our customers in terms of saving them money, making their homes more energy efficient and more comfortable to live in."

Royal Oak Heating & Cooling repairs and installs all types of heating and cooling equipment, along with boilers, hot water tanks, gas lines, humidifiers and air-cleaners.

To help expand both their service and their clientele, Royal Oak Heating & Cooling recently merged with Ferguson Heating & Cooling out of Oxford. This merge has made it possible to not only have a location in Royal Oak, but also a location in Oxford.

Ferguson said he originally started at Royal Oak Heating & Cooling in 1988, where he worked for a little over 10 years.

"I apprenticed under current Co-owner Glen Renaud and former owner, Dennis Cline, while I was here. Then I moved on and started up Ferguson Heating shortly after leaving," he explained. "When I started Ferguson Heating, I just kept what I learned at Royal Oak Heating and I kept those values at Ferguson Heating."

Ferguson said he received a call from Cline about a year-and-a-half ago, stating he was going to retire and suggested the idea of merging the two companies. Ferguson said the merge between the two companies has done really well.

"It was nice because some of the helpers that I trained in the early 90's were still here and now they're installers and servicemen themselves. Now my boys, my two sons are working with them and learning from them now.

Ferguson said the merger has allowed



The team at Royal Oak Heating & Cooling are ready to serve you.

them to expand their area and reach more customers and have more manpower.

"The nicest thing it's helped with Ferguson Heating is that the knowledge that Royal Oak has," he added. "Royal Oak has been established since 1951, so it helps give Ferguson Heating customers the assurance that the service they receive comes from a long history of knowing how to take care of things over the test of time."

Royal Oak Heating & Cooling Business hours are Mon-Fri 8 a.m. – 5 p.m., Sat 9 a.m. – noon (Oct – March). Emergency Service is 5 p.m. – 11 p.m. Mon-Fri and 9 a.m. – 11 p.m. Sat. & Sun.

For more information call the Royal Oak office at 248-542-9353 or the Oxford location at 248-431-4501 or visit [www.royaloakheating.com](http://www.royaloakheating.com) and find them on Facebook.



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# Oxford Overhead Door was built on trust, quality work

Next year, Oxford Overhead Door will celebrate its 50th anniversary of providing sales and service for garage doors and garage door openers, both residential and commercial.

That's quite a milestone, especially when you consider how quickly so many businesses these days open and close their doors – pun intended.

But it's no accident that Oxford Overhead Door has withstood the test of time and continues to thrive. There's also no secret to the company's success.

The company is built on the twin pillars of trust and quality workmanship.

"We have a good reputation and that means everything to us," said General Manager Brandie Barrett. "Being honest and trustworthy means more to us than profits. You can't buy a good reputation."

That's why so many folks trust Oxford Overhead Door and the company's success. They refer them to family members, friends, neighbors, even strangers.

"Word-of-mouth is our best advertisement," Barrett said. "When people trust you, they tell others about you. To us, there's no higher compliment."

Oxford Overhead Door is also committed to doing every job the right way – no shortcuts, no sloppy work, no inferior parts.

"When we install something or service something, we do it right," Barrett said. "If we're going to put our name on it, it's going to be done right."

"We have good, quality employees who put

their hearts into their work and that really makes a difference," she added.

Having a garage door that's been properly installed and functions correctly is important for safety reasons. If a garage door falls, it can severely injure a person or damage a vehicle.

That's why Barrett recommends garage doors be regularly inspected.

"A garage door should be maintained almost like an automobile," she said. "Homeowners should inspect them a few times a year. When you change the batteries in your smoke detectors, go out and check your garage door. Tie it to something else as a reminder."

Routine inspections and maintenance can also help extend the life of garage doors.

Longevity is the hallmark of a job done by Oxford Overhead Door.

"Most of our customers keep their doors for 25 to 30 years, then call us when ready to get another one," Barrett said.

Barrett said there's nothing that gives the servicemen a greater sense of personal satisfaction than when they return to a house decades later to work on a garage door they originally installed.

"It's very gratifying for them because they take a lot of pride in their work," she said. "We want our work to last."

That's the difference between a profes-

sional, fully-insured company like Oxford Overhead Door and the guys working out of their trucks or worse, the "cobblers," who can "make anything fit," regardless of whether it's the right product or part.

"Buyer beware," Barrett said.

The sheer variety of garage doors that are

tastes," she said. "C.H.I. says it offers 'just the right balance of classic and contemporary' and I agree. These doors are absolutely gorgeous. They definitely make a statement."

Price quotes are available over the phone as well as free estimates concerning the installation of new doors.

Barrett noted that when a customer calls for a price, if everything about the job is standard, that's the amount they can expect to pay. Oxford Overhead Door always sends someone out to check the job and confirm the price before ordering anything.

"We keep our prices standard for everyone," Barrett said. "We don't raise our prices just to have a sale or offer a discount to only those with a coupon."

Barrett noted Oxford Overhead Door has not raised its standard service prices since 2005. "We have maintained our business at a level where we haven't had to do that," she said. "We know it's still tough out there for a lot of folks and we want to help them any way we can."

Oxford Overhead Door prides itself on customer service and timely repairs. Often, its servicemen can handle a customer's issue the same day, if not the next.

Oxford Overhead Door is open Monday through Friday from 8 a.m. until 5 p.m. and Saturdays from 9 a.m. to noon. For more information, please call (248) 628-4555. Oxford Overhead Door is located at 2118 Metamora Rd. behind the Express Mini-Storage facility on M-24.



Oxford Overhead Door at 2118 Metamora Rd.

available is astounding, from carriage house-style to insulated, metal doors with the appearance of wood.

The company offers doors from CHI, Clopay and Amarr, but it can order doors from all manufacturers. Folks interested in doors can visit [www.oxfordoverheaddoor.com](http://www.oxfordoverheaddoor.com) and view pages from manufacturers' websites to select the garage door that best meets their needs and suits their style.

"Customers are always welcome to stop by our showroom as well," Barrett noted.

Raised panel garage doors featuring wood tones – including cedar, light and dark oak, and mahogany – are a popular new addition to the C.H.I. line, according to Barrett.

"It's perfect for folks who have traditional



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# Scottish salmon, brisket sandwich among new menu items at Celtic Knot

It's not the luck of the Irish that's made the Celtic Knot in Addison Twp. such a success. It's a combination of top-notch food, fantastic service and of course, a fantastic view of the Lakeville Lake.

Located at 1318 Rochester Rd. the Celtic Knot is a restaurant/pub featuring a delicious variety of Irish and Scottish dishes as well as plenty of American favorites.

The Celtic Knot has only been open for a little over a year and it's already one of the most popular local destinations for dining.

"It's been great – definitely better than we anticipated," said owner Jon Abbey, of Oxford. "Obviously, summertime is crazy with the deck and the water. People love it."

The Celtic Knot's rooftop deck is capable of comfortably seating about 60 patrons. It features a spectacular view of the 460-acre Lakeville Lake, the jewel of Addison.

"The deck will be open as soon as the weather permits," Abbey said. "Once it hits 70 degrees, we'll have people out there."

Folks who wish to drive their boats to The Celtic Knot are able to do so because the restaurant has its very own dock capable of accommodating two boats. It's available on a first come, first served basis.

"It's absolutely perfect for those folks who want to make a quick stop for a carryout order or take a break from a day of boating to enjoy a good meal and a cold drink," Abbey said.

Just because the Celtic Knot enjoyed a tremendous first year, don't for a moment think Abbey is ready to rest on his laurels. This

month, he's planning to introduce a revamped menu with plenty of new items.

"We want to keep people interested, always give them something new to try," Abbey said.

Some of the new menu items are dishes that started out as specials and quickly became customer favorites.

"When there's a demand for something, you keep it," Abbey said. "If customers like a dish, I want them to be able to have it whenever they want."

One of the new menu items will be Scottish salmon. "It comes in fresh, straight from Scotland," Abbey said. "We bake it, then top it with an avocado yogurt sauce. It's served on a bed of spring mix salad with roasted redskin potatoes around it. It's really good."

"We tried it last summer as a special and it sold really well," he continued. "It's a lot flakier than your typical salmon. There's more of a butteriness to it."

For folks with a hankering for something that's more turf than surf, the Celtic Knot will be adding a juicy beef brisket sandwich to the menu. It will feature smoked brisket topped with the Celtic Knot's own signature barbecue sauce.

"That's another special we ran last summer and people just couldn't get enough of it," Abbey said.

Customers who love the existing menu need

not fear because the Celtic Knot will be keeping all their favorites. According to Abbey, popular items include Scotch eggs, shepherd's pie, steak Caesar salad and fish and chips.

When it comes to burgers, Celtic Knot customers love the patties seasoned with Killian's



The Celtic Knot staff welcomes customers with a smile.

Irish red beer or Guinness Stout and topped with imported Irish cheeses.

However, the most popular hamburger by far is the "Top O' The Morning Burger." It's a half-pound beef patty topped with cherry wood-smoked bacon, a fried egg, cheddar cheese, tomato and onion.

The Celtic Knot is exploring the possibility of serving breakfast on weekends.

"We've had quite a few people come in who

want to enjoy a view of the lake while they have breakfast," Abbey said

Because man cannot live by bread alone, the Celtic Knot has 14 beers on tap, many of which are craft beers made right here in Michigan. The restaurant's been featuring beers from the Rochester Mills Beer Company, the Griffin Claw Brewing Company and the Great Lakes Brewing Company, to name a few.

Rochester Mills has a "blueberry pancake milkshake stout" that will soon be on tap at The Celtic Knot. "It's to die for. It's amazing," said Abbey, who noted the taps rotate frequently.

"We're just trying to keep it fresh."

The Celtic Knot features live musical entertainment every Friday night. Celtic music, rockabilly, classic rock, blues and Americana folk music have all been featured. "We try to keep it different. We try to keep everybody as happy as possible," Abbey said. "The music usually starts between 8:30 and 9 p.m. and runs until close."

Folks looking to celebrate St. Patrick's Day should look no further than the Celtic Knot.

There will be live music from 1 p.m. until close, a special menu featuring holiday favorites such as corned beef and cabbage, and plenty of traditional Irish beer on tap with Smithwicks and Guinness. "For the entire month of March, we'll be running a special on Guinness, \$4.50 a pint," Abbey said.

Abbey plans to open at 10 a.m. and serve breakfast to folks eager to start the party early. For info, visit [www.thecelticknottavern.com](http://www.thecelticknottavern.com) or call (248) 460-7997.



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