

## Mr. Handyman franchise tackles all tasks

When Don Hess found it difficult to find a licensed and bonded handyman in the Coachella Valley he figured others were having a tough time as well.

That prompted the retired businessman to open on Oct. 15 a Mr. Handyman franchise in Palm Desert that would serve the entire valley.

Hess has owned a variety of businesses, and was retired from a manufacturing company that supplied building materials for 11 years when he said he became restless.

“I got bored. I'd been playing a lot of golf across the country,” he said. “I'd been thinking about starting a new business. It's kind of a funny story how we got into this business. Almost everyone we met had a horror story about a handyman.”

Teaming with partner John Hughes, now the general manager for the Palm Desert Mr. Handyman franchise, the two researched what type of service was needed in the valley. That research led them to the handyman business.

“I probably called 15 to 20 handymen who were listed,” Hughes said. “I called one where I wasn't sure if I was calling a business or a home. Other calls were answered by grandmothers or the kids.”

Their decision cemented, they settled on opening a Mr. Handyman franchise in Palm Desert on Melanie Place.

“Mr. Handyman is a global company,” Hess said.

“Before we hire somebody, we run a DMV check on them. We run a criminal background check, a drug screen and physicals. They are necessary because we don't want anyone with a (criminal) record coming into your house. And these handyman do so much, they have to be physically able to do the work.”

Mr. Handyman handymen must be punctual and customers get the promise of a job done right, Hess said.

“We guarantee value,” Hess said. “You're not going to be charged for something we did not do or did not do right. We hang up Christmas lights, we install pet doors. We will hang up that heavy painting.”

Based on their research, Hess said they had not found someone was willing and able to do the variety of work.

“All of this prompted me to say this valley needs and deserves this kind of business.”



The staff of the recently opened Mr. Handyman franchise in Palm Desert stand next to their new van. The staff includes (back row, from left) **David Feller**, senior technician; **Don Hess**, franchisee; **John M. Hughes**, general manager; and (front row, from left) **Cathy Hess** and **Liz Stobie**, front office. (Gina Tenorio, Palm Desert Sun)

### ADDITIONAL INFORMATION

**Owner operators:** Don Hess and John M. Hughes

**Hours:** 7:30 a.m. to 5:30 p.m. Monday through Friday

**Address:** 42-575 Melanie Place, Palm Desert

**Services:** Variety of chores from fixing burst pipes to hanging Christmas lights.

**Phone:** (760) 469-3939