

'Great Company— Great People'

Hefner Plumbing has been proudly serving Marion County since 1976, specializing in repairs, installations, leak detection, walk-in tubs, and outstanding customer service. Kathy Cooley and Nancy Avellino are two of their most recent satisfied clients.

KATHY COOLEY FINALLY COULDN'T TAKE IT anymore, so she took matters into her own hands. Literally. More than ten years ago, a room of her beautiful southeast Ocala home had a leak and several other plumbers couldn't seem to locate it. The wall was once again wet, the carpet was soaked, and the moisture had claimed a piece of furniture, so she knocked the wall out herself.

Then she called Hefner Plumbing Company to fix the problem once and for all.

"Tim looked at the damage and told me he could fix it," Kathy remembers. "I asked him for a guarantee, which he gave me, and we haven't had any problems since. From that point on, I don't call anyone else. Tim came to my rescue."

"Tim Hefner is a good guy. And he knows his business."

—KATHY COOLEY

"With an older home, you have a few more plumbing issues, so Tim's been on call with me for a while," Kathy laughs. "His technicians did a fantastic job, even during the hottest time of the summer."

"He tells me," she adds with a grin, "that there's nothing more to fix."

But Kathy knew better. Two years later, the bathroom in their guest room needed some TLC. Hefner Plumbing came in to remove the old claw-foot tub and make the cabinets slightly higher to accommodate her father, who stands over six feet tall. He frequently comes up to Ocala with his wife when the grandkids are back in town. She also had Tim's technicians install a hand rail and use slip-resistant tile.

The finished space, although still the original dimen-



Kathy Cooley

sions, now feels much more open, especially with a modern glass shower replacing the tub and a contemporary vanity substituting for the one that came with the house. Hefner helped her pick out the new, more energy efficient replacements, but gave her ultimate control during the three-week job. A veteran teacher of more than 30 years, she even taught one of Tim's technicians assigned to the job, Cody, in school years ago.

"I taught Cody in first grade," she laughs. "He was a hard worker then and he still is. He's very polite and his communication skills are excellent."

Of course she knows who she'll call the next time. Kathy knows that, yes, there *will* be a next time.

"Tim's a good guy, a good character and a straight shooter," she says. "He knows his business."

NANCY AVELLINO has lived in the area since 1997. Her

lovely home was built in the early '90s and sits on an oversized lot ringed by a tidy board fence. She's happy to spend her days with friends, socializing, sewing, or enjoying one of her favorite pastimes—going to see the local symphony and the “amazing talent” in the area.

The last thing she really wanted to deal with was a plumbing problem, but after her neighbor's home had some major leak issues, she knew that she'd need to ensure her house didn't have the same problem.

So when she noticed some pooling water under the



clear chair mat in her sewing room, she wanted to tackle the issue before it caused any lasting damage. Her neighbor recommended Hefner Plumbing very highly, so that's who Nancy called.

“I just wanted it done right,” she says, “and Hefner did a fantastic job.”

And it *was* quite a job, a whole-house re-plumbing because the pipes in the ground were either eroding from the water chemistry or because of a settling foundation. Either way, Nancy recognized that her home was going to have to have the same fix as the neighbor's. The only difference was that she knew she wouldn't wait for the water to damage anything before insisting upon a proactive solution. In all, the job took six full days, with two men (Sean & Colin) assigned there at any given time.

“These men were like my sons or grandsons,” she says. “They were great to have around—they're very professional, personable, and kind and they know their job well. To have workers like that is pretty amazing.”

“I was still in my back brace from a recent surgery,” she continues, “and if I dropped anything, they were right there to pick it up.”

Not only did they literally replace every pipe in the house, but the crew also thoughtfully raised the outside spigots so Nancy wouldn't have to stoop to water her plants. Also, the places where the new pipes were installed are virtually undetectable, even more so when she soon tackles the next big project: new interior paint.

“Instead of coming up, all the pipes go through the wall to the ceiling and come down to the faucets. They also insulated the pipes, so you can't hear them at all when they're running,” she says. “They did a fantastic job. Anyone that needs plumbing work should give them a call.” ❖

◀ The guest bathroom cabinets were raised slightly to accommodate her father. Adding a hand rail and slip-resistant tile made the bathroom safer.



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