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TOGETHER
but six feet apart



Hello Friends of Hercules!

HAPPY NEW YEAR
2021

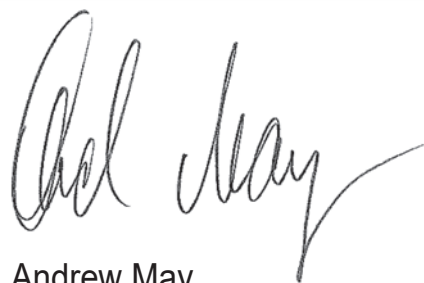
Welcome to the New Year!

Our January 2021 issue of the Herculean is full of great information that we know you will find both informative and extremely helpful. We discuss how our employees have handled their job responsibilities throughout 2020 – especially our heroic frontline workers, both in the field and at our office, while also presenting a number of our newest laundry rooms throughout the metropolitan region.

This edition presents information about our acquisition of Birchwood Coin-Op Laundries, some great laundry tips, including the washing and caring of masks, laundry myths and facts, as well as employee milestones, including retirements, births, Hercules equipment donations to shelters, and of course, our regular “Employee Question” where we interview a number of employees with “critical thought-provoking” questions. You’ll see that we also made sure to practice our own social distancing during our latest laundry room photo shoots throughout Queens, the Bronx, CT, and NYC.

It’s full steam ahead in 2021, as we all look forward (and certainly not backwards to 2020!) to new friends, new business and most importantly, continuing to maintain the safest business practices for all of our Hercules employees, building residents and management employees that we come in contact with daily.

Sincerely,



Andrew May
President

How To Pay With Your Phone

- 1** Go to the App Store or Google Play to download the **Hercules CyclePay** App



- 2** Sign in to add value



- 3** Using your phone, scan the QR code or enter machine number to start the machine and pay



ON THE SPOT

WHAT IS YOUR FAVORITE SLICE OF


PIZZA?




Garlic knot crust, vodka sauce, extra mozzarella and penne!




Heather Winick - Installation



For me, my favorite slice of pizza would be a warm buffalo chicken slice with extra cheese on it and a toasted/crunchy crust.

Brandon Nascimento - Customer Service



Garbage pie (better known as Supreme Pizza), with everything on it except anchovies; thin crust Buffalo style (because I live in Buffalo!)

Glenn Smith - Sales




Buffalo chicken pizza from La Nona's in Huntington Station... AMAZING!




Jason Saslaw - Sales


The angry grandma slice ...it's sweet and spicy like my mom! It's actually amazing. It's a square slice (not as thick as Sicilian) and it has cherry peppers on it. It's SOOOOO GOOD!!!



Ursula D'Ambrosio - Accounts Payable



Homemade dough and sauce, whole milk mozzarella - can't be beat.



Michael Paparo - IT Dept




Although I love all kinds of pizza, including meatball and eggplant, I think my favorite would be a white slice, with creamy ricotta cheese mixed with a sprinkling of spinach.

Sheila Singer - Executive Administration




Thin crust pizza with a touch of fresh garlic ...sausage crumbled, not sliced ...with fresh (must be fresh) mushrooms! That is my perfect slice of pizza.

Mark Eisler - Sales




Thick regular slice with eggplant, mushrooms and with LOTS of melted cheese.




Elise Culver - Customer Service

Nothing beats a thin crust in a coal oven with the char on the bottom! Patsy's on 1st and E118th in NYC makes the best.



Dan Horowitz - Sales




Buffalo chicken grandma slice, and preferably the corner slice with a crispy crust.




Adam May - Vice President


Sicilian slice from Mama Gina's in Bellmore. Sauce not too sweet or sour with basil and oregano. The crust is crunchy and inside it's so nice & fluffy, I could take a nap on it!




Michelle Hartman - Accounting



My favorite pizza is the stuffed crust from Pizza Hut with chicken and pineapple.




Dennis Nascimento - Service




The grandma slice. A rectangular cut slice that has a crispy, near pastry-like layered crust, sitting under a blanket of mozzarella, accented with a basil leaf.

Neil Rodgers - IT Dept



I get my favorite pizza from Johns of Bleecker Street in NYC, with basil and roasted tomatoes.



Tom Hickey - Field Service



Check Out Our **NEWEST** Laundry Rooms!



You can always be sure that Hercules is here keeping you and your laundry rooms safe.

9502 Marine Memorial Dr. • Niagara Falls • NY

56 Clintwood Ct • Rochester • NY

12 Schuyler St • Oswego • NY

23 First St • Camillus • NY

6032 Alport St • Wolcott • NY

545 1st Ave • School of Medicine • NY

120 Beach 19th St • Far Rockaway • NY

205 Holden St • Buffalo • NY

20 N Beaver St • Jordan • NY

1901 Madison Ave • NYC • NY

515 East 7th St • Brooklyn • NY

250 East 87th • NYC • NY

309 Lafayette Ave • Brooklyn • NY

OHIO

861 Beecher St • Cincinnati • OH

NEW JERSEY

501 Plantation St • Worcester • MA

1 Garden Drive • Roselle • NJ

6050 Boulevard East • West NY • NJ

MARYLAND

6401 Loch Raven Blvd • Baltimore • MD

1000 Loring Ave • Salem • MA

MASSACHUSETTS

70 Harrison Ave • Springfield • MA

152 & 164 Manca Drive • Gardner • MA

18-12 20th Avenue • Astoria, NY



Marine Terrace is a seven building, residential complex comprised of 497 units in the Ditmars Steinway neighborhood of Astoria, Queens.



Marine Terrace is a multi-family apartment project acquired by a partnership between Related and Settlement Housing Fund in June 2016.

Jay Osman, Hercules Senior Account Executive, worked with Sabrina Dolla, Regional Manager at Related Management, to provide the residents of Marine Terrace with new laundry rooms that incorporated new Maytag Stack washers/dryers, Maytag Multi-load Stack dryers, Wascomat 30 and 45-lb washers and the new CleanPay Credit revaluing system.



HERCULES Happenings



Hercules Service Technician, Philip Garmash, and his wife Nina, welcomed a baby girl named Sophia on Presidents Day, February 17, 2020. Congratulations to the Garmash family!



Caryn Heller, daughter of Barry Heller, Hercules Vice President of Marketing, and her husband, Matt Hernandez, welcomed Madison Ellie Hernandez on August 27, 2020. Two granddaughters within 3 months for the proud grandparents, Barry and Debbie Heller! Mazel Tov!

Mark Lubin, Hercules account manager, practices safe practices after work, as he receives a haircut in the Hercules parking lot.



Jason Saslaw (left) is a new account manager with Hercules and a recent graduate of Indiana University. Prior to the pandemic, Jason had a celebrity encounter with Mark Cuban, owner of the Dallas Mavericks, at Indiana University. Mark Cuban is an alumni.



Neil Rodgers, Hercules Director of IT, and his wife Vicky, are proud grandparents of Daphne Anne Rodgers, born September 30, 2020. Neil's son Simon, and his wife Emily, are now proud parents of two children. Congratulations!



Congratulations to Hercules Service Technician, Denva Graham and his wife Shaneek, on the birth of their son D'mere on September 10, 2020!



Mazel Tov to Danny and Nicole Heller, as they welcomed their new baby girl, Emma Paige on May 30, 2020. Danny is the son of Barry Heller, Hercules Vice President of Marketing, and Debbie Heller.

25 Waterside Plaza • NYC



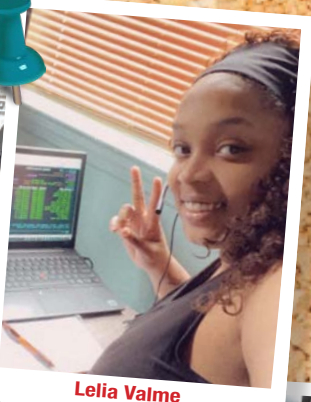
Waterside Plaza, built in 1974, in the Kips Bay section of Manhattan, was constructed on a platform on the east side of the FDR Drive from 25th Street to 30th Street, and is supported by more than 2,000 pilings descending 80 feet in the bed of the East River.

The complex, with 1,470 apartments, is made up of four residential towers, as well as a row of duplex townhouses, that encompass a large landscaped plaza overlooking the East River.

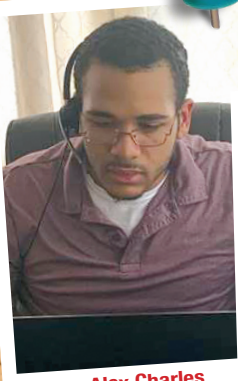


Waterside Plaza offers a number of amenities including local shopping on the grounds, a health club, dining, banking, parking and brand new Hercules laundry rooms in each of the four residential towers and duplex townhouses.

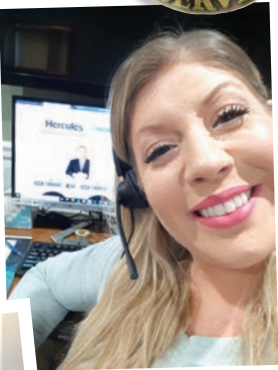
Hercules has been the laundry provider at Waterside Plaza since 1993. The newest installation now offers the residents the latest Maytag 20, 30 and 40-lb Multi-Load Front Load washers, American Dryer 30-lb Stack dryers, featuring a new reversing tumbler to prevent laundry from "roping" or balling-up", cash and credit card revaluing options and the new Hercules Mobile App.



Lelia Valme



Alex Charles

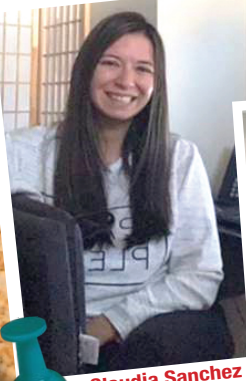


Alana Gillespie



Elise Culver - Customer Service Manager

"Where we work, whether we're in our office or at home, doesn't change how we work."
Elise Culver
Hercules Customer Service Manager



Claudia Sanchez

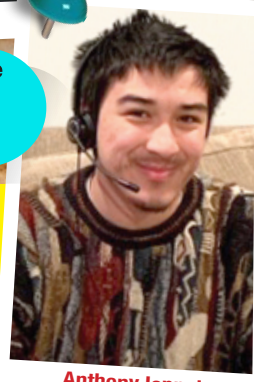


Hercules

Social-distancing measures have led Hercules to moving our customer service workforce to working from home.

While fundamentally changing the way we work, Hercules is well positioned in the adoption of new technologies and automation within our customer service department.

Our responsiveness to our customers is still second to none in the industry! We appreciate your business every day!



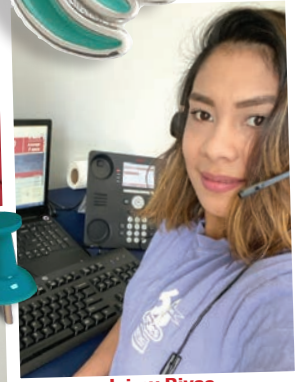
Anthony Ioppolo



Donna Hart



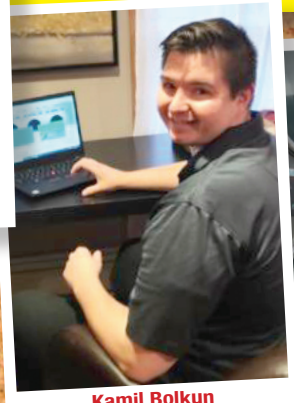
Ray Lee



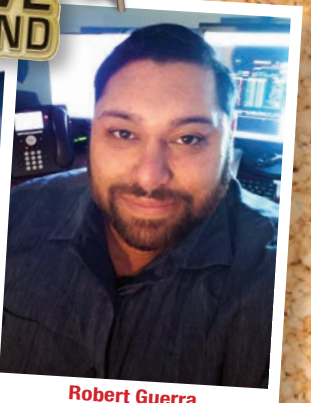
Jeimy Rivas



Amanda Rupan-Keane



Kamil Bolkun



Robert Guerra

939 Woodycrest Avenue • Bronx, NY



Located directly around the corner from the renowned Yankee Stadium, Noonan Towers maintains an elegant prewar facade, with a lobby boasting intricate decorative moldings, and a brand-new Hercules laundry room on the ground floor, easily accessible to all residents of the 197 unit building. Legend has it that the iconic Yankee baseball player, Babe Ruth, once lived in this building.

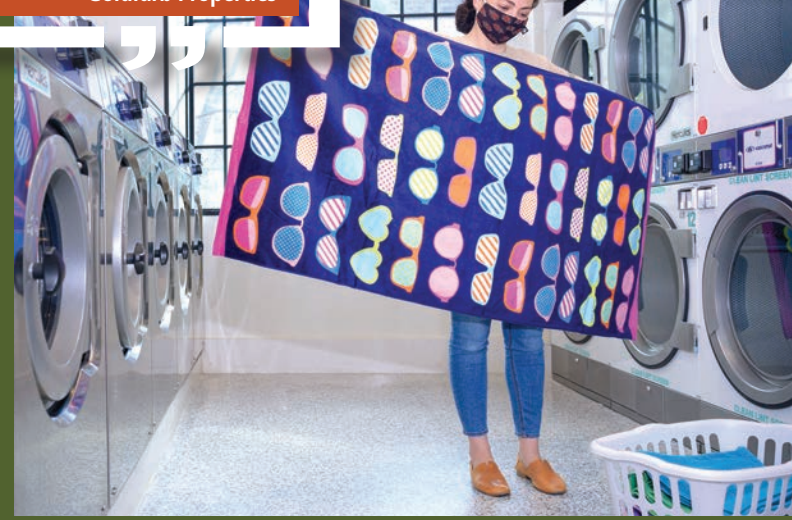
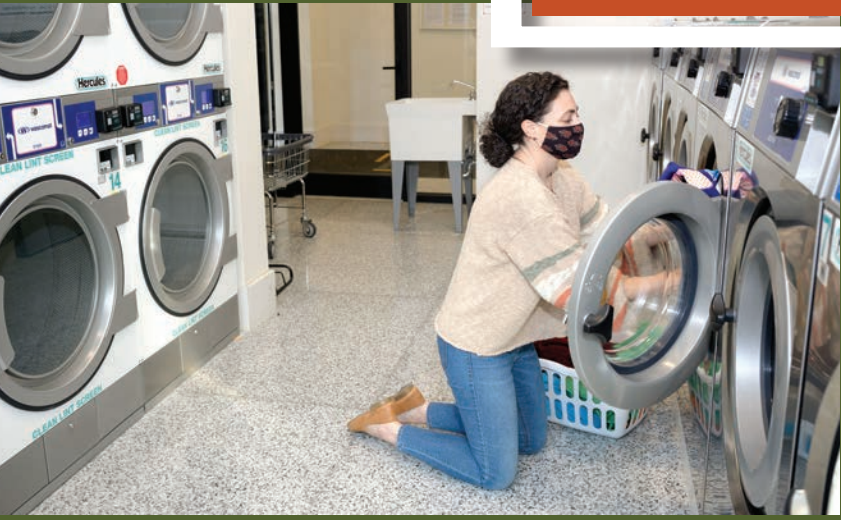


"Hercules installed new Wascomat 30 and 45-lb Front Load washers, Wascomat Tumbler dryers and the new Hercules Mobile App for the convenience of our residents. The feedback from the new laundry room has been outstanding. This was a seamless transition, as they worked with our team every step of the way. The entire Hercules team was extremely professional to work with, as they delivered as requested and even after the installation, they continue to be accessible and customer focused."

Sydney Stein
Property Manager
Goldfarb Properties



For more information about Goldfarb Properties, please scan this QR Code



MYTHS FACTS

3 BIGGEST MYTHS ABOUT DOING LAUNDRY

David Kender
- USA TODAY

Myths and miscalculations swirl around our laundry day habits, often resulting in dirtier clothes and wasted time.

MYTH #1 Using more detergent and water makes a better clean

False. Modern washing machines are marvels at achieving maximum results while using minimal energy and water. But many people continue to believe, erroneously, that adding extra water or detergent will get clothes cleaner.

In fact, the opposite is true. Detergents work by chemically interacting with water, your fabrics, and the stains that plague them.

When you add extra water, you're just diluting the detergent and making it less effective. Plus, if you're adding water to a top-load washer, you're making the clothes float higher in the tub and thus further from the agitator.

Adding extra detergent causes its own problems. The final rinse cycle of a

washer is calibrated with the expectation that you've used the correct amount of detergent. If you exceed that, chances are the excess detergent will stay in your clothes, potentially triggering a skin reaction. Too much detergent can also build up in the washer and cause odors.

MYTH #2 Only hot water gets clothes truly clean
Mostly false. If by "truly clean" you mean sanitized, then yes, you'll need hot water (very hot, in fact).

For most situations though, sanitization is probably overkill. Over time, the enzymes in detergents have changed and the physical design of the washtub has evolved. As a result, colder cycles are more effective than ever before.

MYTH #3 Detergent alternatives and dryer balls work just as well as traditional products
Mixed truth. Laundry is no stranger to the convoluted, often pseudo-scientific world of green alternatives that carry vague promises of being "natural" and "safe."

It's understood that standard detergent

is effective, while alternative solutions largely miss the mark.

Dryer balls made from natural wool are yet another alternative. They're meant to replace dryer sheets – certainly an item worthy of replacement, as they coat your newly-cleaned clothes in an unnecessary layer of film.

The wool balls too, however, failed to live up to their claims and do not reduce drying time or wrinkles. One point in their favor: The balls can be spritzed with essential oils before you toss them in, adding a fresh aroma to your clothes without all the added chemicals and waste of a dryer sheet.

FACT! Washing clothes in cold water preserves fabrics and saves energy

Fact. Cold water is the best way to go for delicate fabrics or bright colors that may fade or be damaged if washed in warm or hot water. Short, cold wash cycles preserve colors and reduce fabric fiber wear better than long, warm cycles. Combining top-cleaning detergents, it's the safest and most energy-efficient way to wash. However, for heavily soiled/stained items or to remove allergens and kill germs, use hot water.

DID YOU KNOW?

The dryer isn't the only place where fabric softener sheets can help tame stinky smells. Tuck them into closets, suitcases, wastebaskets, drawers, and even sneakers for an inexpensive air freshener. The sheets also work wonderfully to pick up pet hair, lift burned-on residue from casserole dishes, keep dust off blinds and screens, clean soap scum from showers and buff chrome to a brilliant shine.



Hercules Donation to Hope House



The **Matt Urban Hope House**, an emergency homeless shelter located at 586 Genesee Street in Buffalo, NY, is a fifty-bed shelter providing hope to homeless women with children. With Erie County having a legal responsibility to provide temporary housing assistance to individuals and families with an immediate need for housing, Hope House is a safe place for families, with sleeping rooms featuring moveable partitions, while allowing adequate space for different-sized families.

The shelter puts a roof over the heads of needy families, and works to quickly return families to permanent housing. The Lt. Col. Matt Urban Human Services Center, one of the community's premier human services agencies, realized the need, and partnering with Erie County and the Commissioner of Social Services, set out to improve homeless services to this unique population.

When Debbie Skulski-Wakelam, Manager of the Hope House, reached out to Glenn Smith, Hercules Account Manager (who resides in Buffalo, NY), she explained their desperate need for a new washer and dryer. Working with the Hercules installation team, Glenn arranged for the donation of two Hercules Maytag Commercial Energy Advantage Stack washer/dryers. The new machines will supplement the existing older model washer and dryer that the Hope House has used for years.



(Left photo) Adonis Kernen, Matt Urban Hope House Emergency Shelter Supervisor



(Left photo) Hercules Account Manager, Glenn Smith

91 Strawberry Hill Avenue • Stamford, CT



Fountain Terrace is an eleven story, 434 unit high-rise condominium, in Fairfield County, Connecticut. Upgrading the existing laundry room started with meetings between Andy Tegan, Hercules Vice President of Sales, and Walter Palma, Property Manager with Plaza Realty Management. Their discussions soon turned to specific recommendations, which then led to a proposal outlining changes to the existing laundry room and the addition of new, energy efficient Wascomat Front Load washers, Maytag Top Load washers, and 30-lb American Dryer Tumbler dryers. ■





Oleg Altshul



Kostiantyn Garmash



Genandi Shapiro



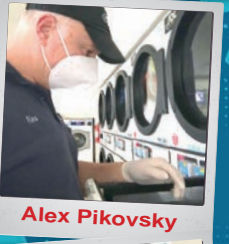
Lev Makogon



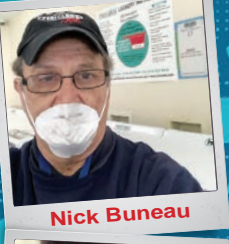
Yelco Almonte



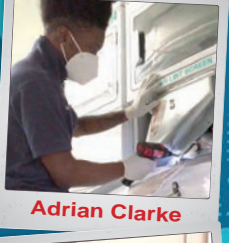
Enrique Duverge



Alex Pikovsky



Nick Buneau



Adrian Clarke



Gregory Nesterchuk



Dennis Nascimento



Fred Baez



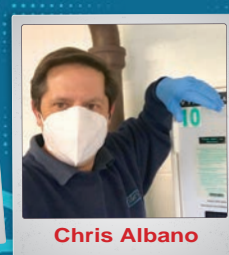
Patrick Parjoh



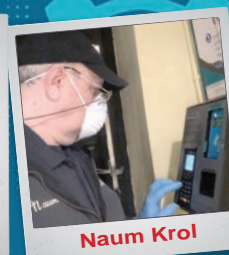
Christopher Rodriques



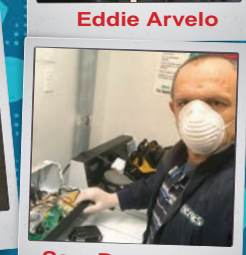
Mikhail Khodos



Chris Albano



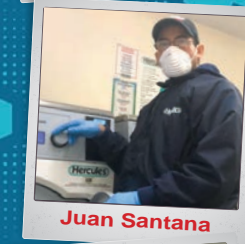
Naum Krol



Sam Rozenburg



Robert Siegel



Juan Santana



Alan Gonzalez



Rich Muirhead



Denva Graham



Eddie Arvelo



THE SERVICE YOU EXPECT



550 West John Street
Hicksville, NY 11801-1039

(516) 822-9300
(800) 526-5760
FAX: (516) 822-9543

Dear Friends,

At Hercules, we are grateful for the trust you've placed in us during these challenging times. Our field service technicians continue to keep Hercules laundry rooms trouble-free, and operating at peak efficiency, and we are thankful for their resilient spirit and dedication to our company and to our customers.

These technicians are on the front lines here at Hercules each and every day, and for that, we salute their commitment, their diligence, and their self-motivation. They have been a source of inspiration for all of us and I'm sure you'll join me in saying THANK YOU!

George Ledson

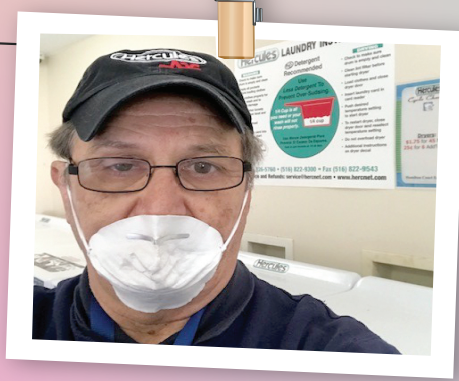
GEORGE LEDSON
Hercules Service Manager





Happy Retirement

On December 18, 2020, Hercules Field Service Technician, **NICK BUNEAU**, retired after 17 years of dedicated service to our customers. We will miss Nick's wisdom and experience and certainly his passion for laundry! We wish Nick a stress-free, relaxing retirement, and a life full of happiness with his family. On behalf of all of your co-workers at Hercules and the many friends that you made along the way in laundry rooms throughout the metropolitan area, **we will all miss you!!!**



HERCULES Acquires Birchwood Coin-Op Laundries With a Commitment to Providing Innovative Solutions and Services

On August 21, 2020, Hercules Corp. announced our acquisition of Birchwood Coin-Op Laundries, Inc., headquartered in Whitestone, NY. The combined companies will go forward together under the name Hercules Corp., headquartered in Hicksville, N.Y.

Birchwood Coin-Op Laundries, Inc., a family-owned and operated business since 1979, and owned by Michael Madison, operates throughout the five boroughs, as well as Nassau, Suffolk, Westchester and New Jersey.

"This is a very exciting event for both companies, for our employees and for our customers. Our greatest assets have always been our people, and by joining forces, we have just made a huge increase in the quality of that asset," said Adam May, Vice President of Business Development, Hercules Corp., and grandson of founder Alfred May.

The acquisition will create a more comprehensive infrastructure with faster response times, which will allow Hercules, a third-generation laundry provider of end-to-end laundry room design, installation, management and service, to provide a wider array of services, enhanced technology, and deep expertise to all of our customers.

Hercules IS EXCITED TO BE *Your* NEW LAUNDRY ROOM PROVIDER

Just Like We Are For More Than **6,000** Co-ops, Condominiums, Rental Buildings and College Dormitories **TODAY!**

Hercules Has Just Acquired Birchwood Coin-Op Laundries!

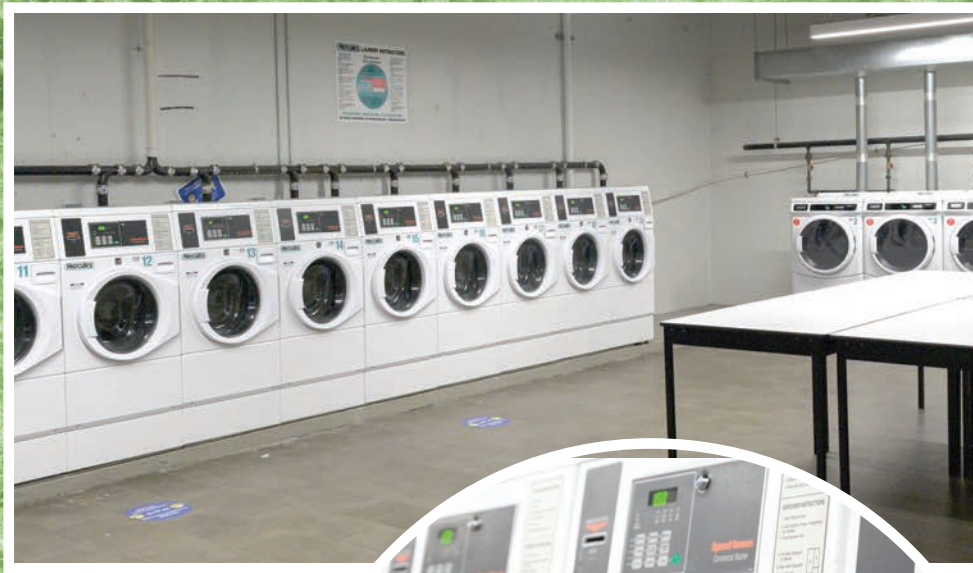
State-Of-The-Art Technology At Your Fingertips With Hercules Mobile Pay!

985 Bruckner Boulevard • Bronx, NY

This beautiful ten-story, 215 unit affordable housing building at 915 Bruckner Blvd in the Bronx is now home for individuals with mental health concerns, individuals and families with histories of homelessness, and low income families.

The goal of the project was to further develop the integrated housing model pioneered by Community Access in the mid-70s and now an industry standard – affordable housing that brings together various populations, including individuals with psychiatric disabilities, low-income families, veterans and youth aging out of foster care, in a nourishing setting.

Dan Horowitz, Hercules Assistant Vice President of Sales, was asked to work with think!architecture & design and Community Access, a pioneer of supportive housing and social services in NYC. The new Hercules laundry room features new Speed Queen Commercial Front Load washers, Maytag Super-Capacity dryers, and the new Diamond Center Plus 5 Value Transfer Machine, allowing building residents many payment options to add value to, or purchase a Smart Card using a credit card, debit card, or mobile pay.



America's FAVORITE CLEANING TASK:

Laundry!

Doing the laundry might not be everybody's idea of a good time, but according to the American Cleaning Institute's 2019 National Cleaning Survey, some 24% of the people polled named it as the household chore they like the best — enough to make it America's favorite cleaning task.

Cleaning counters and vacuuming tied for second place at 21% each, followed by doing the dishes (17%), cleaning furniture and wiping windows (7% each), and polishing floors (4%).

The poll, which questioned 1,000 nationally representative U.S. adults, 18 and over, with an oversample of 500 millennials, was conducted by Wakefield Research on behalf of the Institute, which represents America's \$60 billion cleaning products industry.

The survey results also revealed that, when doing laundry, only 35% of Americans always consult the fabric care advice on their garment labels, while 42% check it sometimes and 23% rarely or never bother.

In addition, the poll learned that 52% of the respondents wash with cold water half or all of the time, 32% use mainly warm water, and 14% tend to wash in hot water.

The survey applies only to the home, and didn't solicit the opinions of those who clean professionally.



My First Car

BY NEIL RODGERS
Hercules Director of IT

WHAT WAS YOUR FIRST CAR?

1973 Bronze Plymouth Duster with 73k miles on it.

HOW DID YOU ACQUIRE IT?

The car was listed for sale for \$900, I got it for \$700.

WHAT IS YOUR FAVORITE MEMORY OF THE CAR?

In late August of 1981, I was driving back from Rochester NY after visiting two of my brothers. I was a little more than an hour away when my car started losing power. I stepped on the gas, but the car continued to slow down. As the car slowed, I was able to bring it to a complete stop on the shoulder of the exit ramp from the Clifton Springs Travel Plaza on the NYS Thruway, between Rochester and Syracuse. The engine was still running but the car would not respond to changing gears. It was paralyzed. After looking under the hood and under the car, I noticed some fluid spray under the chassis from the transmission and back. I proceeded to secure the car and I walked up to the service area to call my brothers, who I had just left. I explained the situation and they would be on their way to pick me up. They arrived in about 90 minutes and we pushed the car back up the exit ramp to the Travel Plaza, into a parking spot in the far back corner of the parking lot near an outdoor picnic area. We left the car there overnight, drove east to the next exit, got off and back on, heading west to Rochester, and discussed a course of action for the next day...

WHAT HAPPENED TO IT? I actually sold it for \$400 to my brother's girlfriend with 175k miles on it.

Neil Rodgers in 1981 standing, wearing white t-shirt.



To read more of this story please go to page 21



Laundry Room Moments

In Hercules Laundry Rooms

Gergana Ivanova is a fashion influencer, creative content developer, social media strategist, and the founder and editor of Fashion is my Forte.

"Be strong enough to follow your dreams..."
Gergana Ivanova

1-800-526-5760

Follow Us On  

3450 Wayne Avenue • Bronx, NY

Montefiore Medical Center-owned housing, just across the street from the Medical Center, is a 28 story, 399 unit high rise. Montefiore II is located directly across the street from Montefiore I at 3450 Wayne Avenue, Bronx, NY. As one of the largest medical residency programs in the country, Montefiore provides postgraduate clinical training to more than 1,400 residents across 150 accredited residency and fellowship programs. ■



TIPS ON HOW TO
Wear and Care
FOR YOUR
CLOTH MASK

How to wear cloth face coverings?

Cloth face covering should:

- Fit snugly but comfortably against the side of the face.
- Be secured with ties or ear loops.
- Include multiple layers of fabric.
- Allow for breathing without restriction.
- Be able to be laundered and machine dried without damage or change in shape.

How often should cloth face coverings be washed or otherwise cleaned?

Cloth face coverings should be routinely washed depending on the frequency of use. Mayo Clinic recommends that cloth face coverings be washed after every day of use.

How do I store my cloth mask?

Masks should not be placed in pockets for later use. To store or transport, carefully fold the mask so the contaminated outside is folded inward and against itself. Place in clean or new paper bag, and perform hand hygiene.

Wearing a cloth mask in public to help slow the spread of the virus that causes COVID-19 is recommended by the Centers for Disease Control and Prevention (CDC) and required by many businesses and establishments.

These tips are adapted from the CDC guidance on how to wear and care for a cloth mask.

How can I safely clean a cloth face covering?

Machine washing or hand washing should suffice to properly wash a cloth face covering with regular laundry detergent. Mayo Clinic recommends a 'hot' water temperature for washing face coverings.

How do I safely remove my used cloth mask covering?

When removing a cloth face covering, be careful not to touch your eyes, nose or mouth, and perform hand hygiene immediately after removing.



DID YOU KNOW?

To get rid of ring-around-the-collar stains, mark them heavily with chalk before laundering to absorb the oils that hold the dirt.



People's Forgotten Laundry

He's 83 and she's 84 — and they model other people's forgotten laundry. **Chang Wan-ji and Hsu Sho-er** have become Instagram-famous for wearing outfits curated from the hundreds of items left behind by absent-minded customers at their laundromat in central Taiwan. Their 31-year-old grandson and unofficial stylist, Reef Chang, originally came up with the idea to create @wantshowasyoung on Instagram when business slowed because of the coronavirus pandemic. The couple now receives messages from fans all over the world. Wan-ji said he'd be happy if the hundreds of people who have forgotten to pick up their laundry would return to pay their bills.

Article from NY Times - Photo by @wantshowasyoung

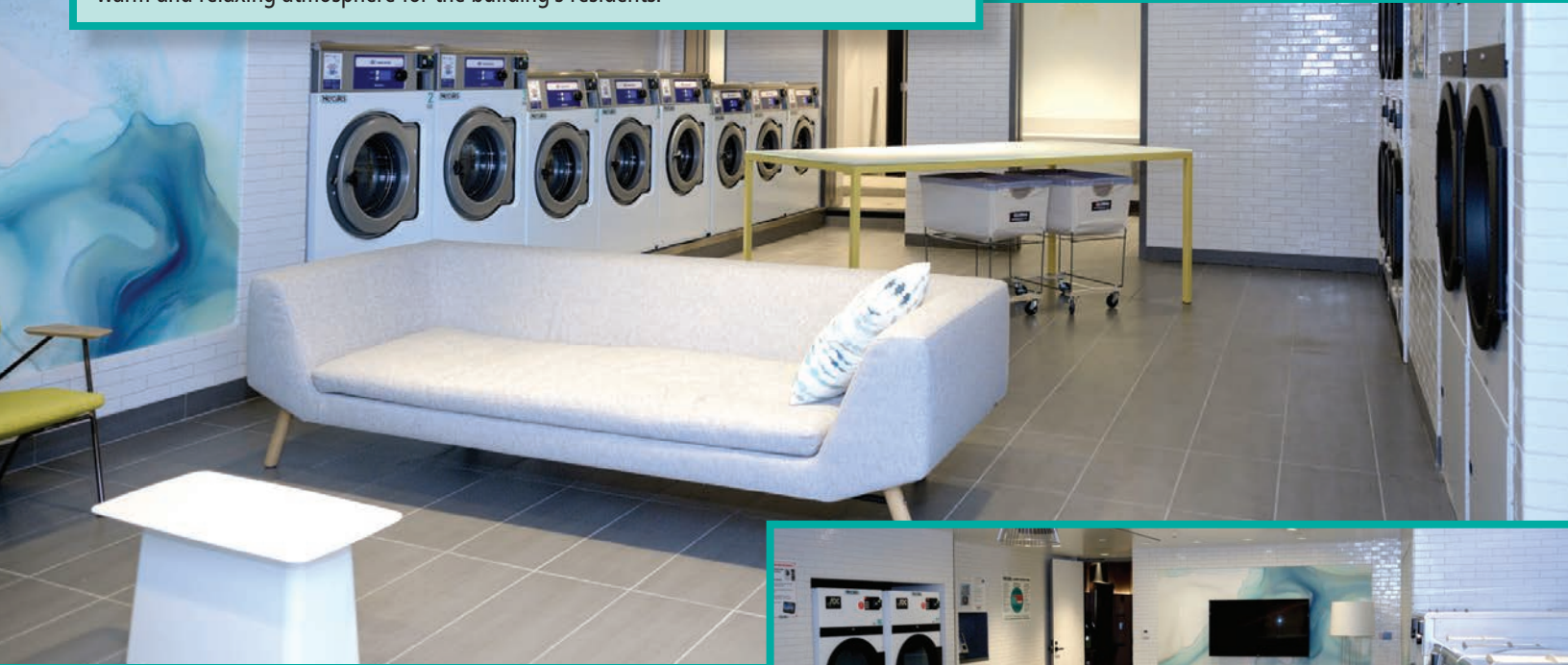


PROPERTY *Spotlight*

252 South Street - NYC

One Manhattan Square, built in 2019 and located at 252 South Street, is an 815 unit, 80-story, 823-foot modern glass tower condominium, located along the East River waterfront on the Lower East Side of New York City. The transforming neighborhood is buzzing with energy and is within proximity of a number of landmarks including the South Street Seaport, Manhattan Bridge, and the East River Esplanade.

The brand-new laundry room, equipped with Wascomat 20, 30 and 45-lb capacity W-Series Solid Mount washers, combined with American Dryer 30-lb capacity Tumbler dryers and Maytag Multi-Load Stack dryers, is a striking addition to the luxury building, providing a warm and relaxing atmosphere for the building's residents.

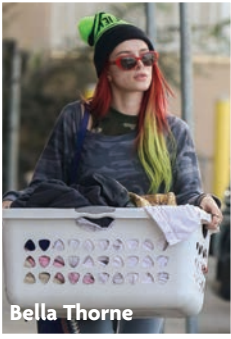


CELEBS DOING LAUNDRY

Just Like Us!



Kim Kardashian



Bella Thorne



Brooks Koepka with girlfriend Jena Sims



Jessica Allain



Jennifer Garner



Amy Schumer



Paul Rudd



Beyoncé



Rachel Weisz



Paris Hilton

“ I like to do some laundry, which is my new passion. I love it, I find it very calming. ”

Mel B



Jillian Harris



Kelly Ripa



Eric Clapton



Miley Cyrus

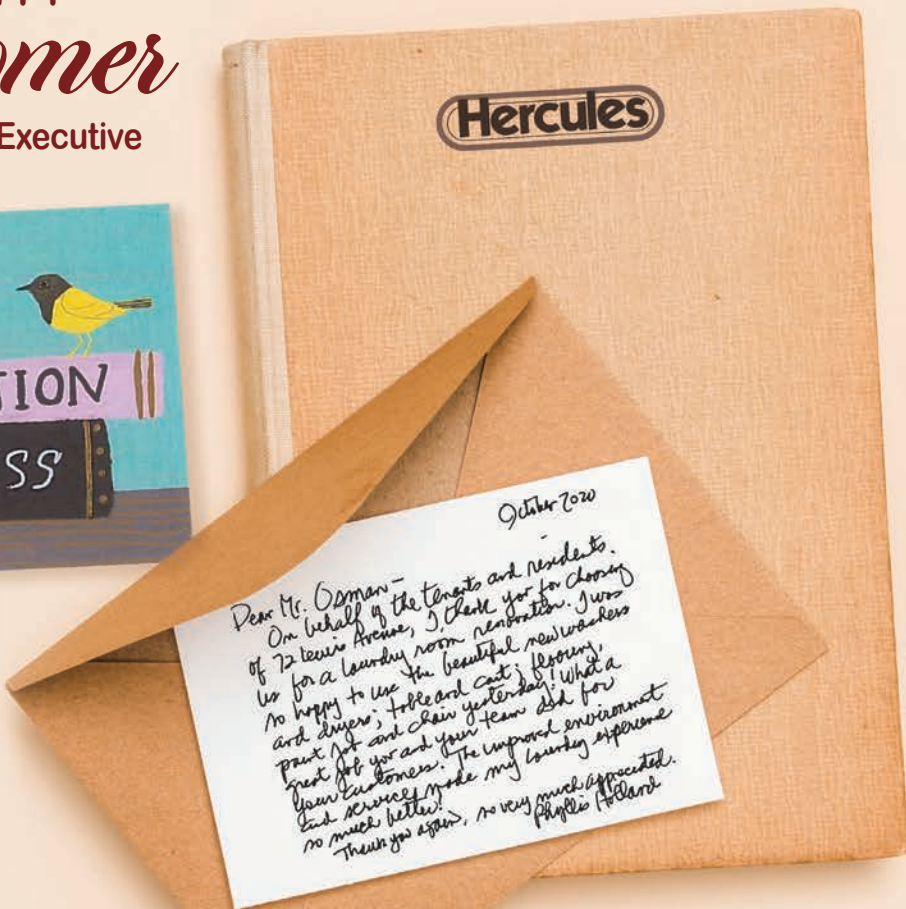


A NOTE FROM A HAPPY Customer

To Our Senior Account Executive JAY OSMAN



OUR CUSTOMERS MEAN THE WORLD TO US!



October 2020
 Dear Mr. Osman -
 On behalf of the tenants and residents of 72 Lewis Avenue, I thank you for choosing us for a laundry room renovation. I was so happy to use the beautiful new washers and dryers, table and cart, flooring, paint job and chair yesterday! What a great job you and your team did for your customers. The improved environment and services made my laundry experience so much better.
 Thank you again, so very much appreciated.
 Phyllis Holland



My First Car

BY NEIL RODGERS Hercules Director of IT

WHAT WAS YOUR FIRST CAR?

1973 Bronze Plymouth Duster with 73k miles on it.

HOW DID YOU ACQUIRE IT?

The car was listed for sale for \$900, I got it for \$700.

WHAT IS YOUR FAVORITE MEMORY OF THE CAR?

In late August of 1981, I was driving back from Rochester NY after visiting two of my brothers. I was a little more than an hour away when my car started losing power. I stepped on the gas, but the car continued to slow down. As the car slowed, I was able to bring it to a complete stop on the shoulder of the exit ramp from the Clifton Springs Travel Plaza on the NYS Thruway, between Rochester and Syracuse. The engine was still running but the car would not respond to changing gears. It was paralyzed. After looking under the hood and under the car, I noticed some fluid spray under the chassis from the transmission and back. I proceeded to secure the car and I walked up to the service area to call my brothers, who I had just left. I explained the situation and they would be on their way to pick me up. They arrived in about 90 minutes and we pushed the car back up the exit ramp to the Travel Plaza, into a parking spot in the far back corner of the parking lot near an outdoor picnic area. We left the car there overnight, drove east to the next exit, got off and back on, heading west to Rochester, and discussed a course of action for the next day.

We gathered whatever tools my two brothers had between them along with a hydraulic jack, borrowed 2 jack stands from a friend and set out early the morning to repair the car. The plan was, my brother Glenn would drop my brother Richard and myself back at the Duster with the tools and we would proceed to jack up the car and remove the transmission in the Travel Plaza parking lot. While we were doing that, Glenn would drive to the next exit and head to a local junk car dealer in the Auburn NY area and pick up a used transmission for my car that we had confirmed the day before, they had available. Once he picked up the used transmission for \$75, (plus a deposit to return the old transmission) he would loop back to the previous exit on the NYS thruway and drive back to us and help us install it. Assuming we had the other one out already. He was gone for a couple of hours considering the exits were not that close and the junk car dealer was not conveniently located next to the thruway for situations such as this. Richard and I had our hands full removing the old tranny with limited tools. We were able to provide some much needed entertainment for the weary travelers who stopped to eat lunch at the picnic area located right next to where we were working on the car. I know if I saw a car jacked up in a parking lot on a NYS thruway with 2 sets of legs sticking out from under it, I would be curious also. As we dragged the transmission out from under the car, many of their faces had a look of shock. There we stood covered in transmission fluid and grease looking down at this large component of the car. As the picnickers continued to stare I turned to my brother and said, "Hey Dick, do you think we need this?" Without missing a beat he said, "Nah, this ones broke, we'll have to get one from another car around here." They all seemed look away and eat a little faster after that. As if on cue, my brother Glenn pulled up with the used transmission for us to install. It went faster with the three of us and I think I was back on the road by 2pm that afternoon. I kept my fingers crossed the whole way home. If I hadn't done it I would not have believed it possible. This is a favorite memory with my first car, as was the look on the toll booth operator when I exited the thruway and he read my thruway ticket over 24 hours later from when I had first got on.

WHAT HAPPENED TO IT?

I actually sold it for \$400 to my brother's girlfriend with 175k miles on it.

Neil Rodgers in 1981 standing, wearing white t-shirt.

