

Michigan
Gutters, Inc



In The Gutter

October 3rd, 2022



First off, lets welcome the newest members of the MGI team, Jacob and Gabe! We are excited to have you here! Jacob was born and raised in Cadillac. He has been married to his wife for 17 years and have 3 boys! Gabe is 24. He was raised in Springfield, MO, graduated high school in Kansas, and made his way up to Traverse City recently to be closer to his brother. We are working our way into fall and as y'all know and have experienced before - we are going to get people calling and panicking trying to get gutters/cover/cleaning before the snow settles in. Please be sure to still take the time to install correctly and double check everything is completed before moving on. We need to see a drop in service calls. Our service crew is booked solid from mid-September until the snow sticks working on repairs and fall cleanings. They do not have time to go fix mistakes that should not have been made in the first place. We want to pride ourselves on our quality of gutters NOT quantity. Its not about how many you put up if we have to return to fix them.

We would also like to give a shout out to Jesse! All your hard work in and out of the shop is greatly appreciated! The shop/jobs/extra help wouldn't be possible or run so smoothly without you Jesse!



Atta Boys From September



CONGRATULATIONS Mark for being the Atta boy drawing winner for August!

Cruz - Paul Webb Job	Blake & Kris - Chapman Job
Blake & Nuno - Figurski Job	Eli & Kris - Roynon Job
Anthony & Jay - Gerrity Job	Eli & Kris - Barnes Job
Bryce & Matt - Johnson Job	Stan Mitch Michael & Jacob - Panek Job
Cruz - Johnston Job	Bryce & Matt - Feeney Job

Reminders:



*The fall party is this Sunday (10/9) at Jacob's Farm starting at 2PM

*You are expected to work until 5pm - this means you should not be returning to the shop at 4pm ESPECIALLY if your job is not complete

Birthday/Anniversaries

10/8 - Thank you for 4 years of service Stanley!

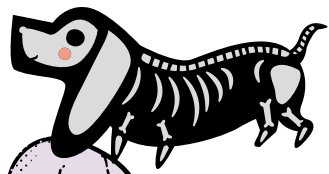
10/9 - Happy Birthday Eli!

10/10 - Thank you for the 8 years of service Roger!

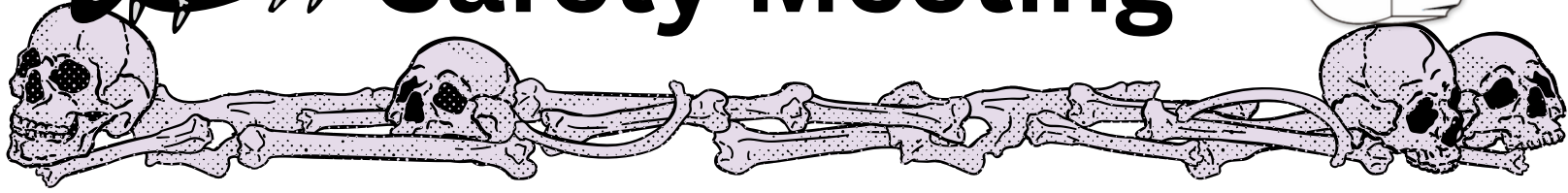
10/13 - Thank you for the 5 years of service Heather!

10/24 - Thank you for the 2 years of service Blake!

10/25 - Happy Birthday Stanley!



Safety Meeting



Recap on last months trailer safety meeting

- Complete daily walk arounds of the truck and trailer (check tire pressure, safety chains, brake control, lights, etc.) if you see anything wrong or know your truck/trailer is having issues, bring it to Jesse's attention **AND** completing a EDR. If an EDR is not completed, Jesse won't be able to process the request. EDR's are found under the forms section of the employee tab on our website
- Always have a spare tire and jack with you.

When today's safety meeting is about what you did yesterday



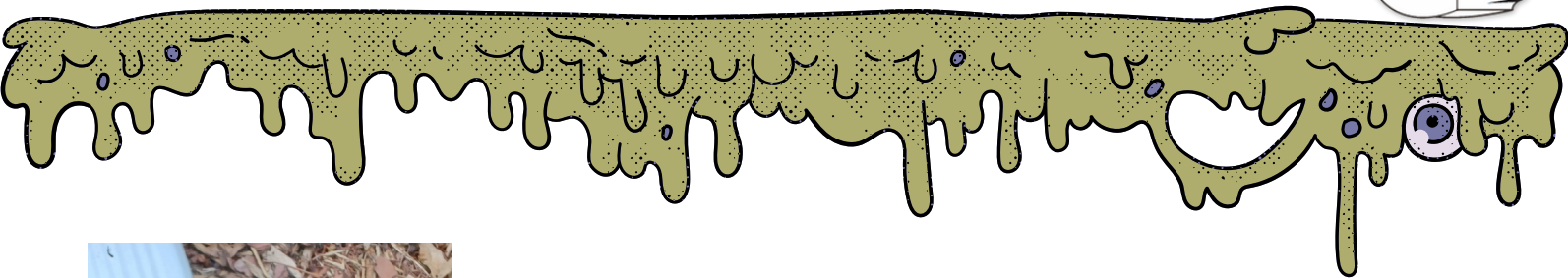
-Mitch at the trailer safety meeting... Don't be like Mitch

- Have a spotter while backing up.
- If you have to park on a hill / grade - make sure to place chocks under the trailers wheels.
- NEVER run a generator in the trailers!
- Be aware of the weight distribution inside the trailer.
- Drive smart and safe - remembering that you are marketing for MGI as you are driving to and from the drive sites. Oh.. and please do the speed limit

October's ladder safety meeting will be held on 10/14



Gutter Do's and Don'ts



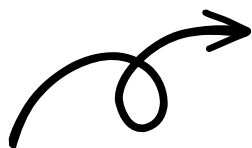
When installing amour guard on existing gutters - you ***MUST*** clean out the downspouts along with the gutters. We have had to return to cover jobs to unclog DS multiple times now - including this one pictured.

DO! use a level when installing downspout. Do NOT just trust your eyes. We have had service calls to straighten these out.

We have increased our warrantied work by more than **double** this year through the end of August compared to last year, not good! MGI has spent over 16,000 more in work we had to return to fix!



DON'T make judgement calls or opinion calls on tasks in service call. Tasks on service call are usually *specifically* requested by clients. Please follow orders to a T



My face as I typed out the above info



Shout out to Joe for ordering us new MGI gear! Please wear it :)





The HR Corner



Policy Updates!

Our paid holiday and over time vacation policies have been updated. Attached to the end of the newsletter is a copy of these policies. I have also attached the attendance policy as a reminder.

We will have a meeting to answer any and all questions regarding this information. This is also on the MGI website

<https://docs.google.com/document/d/15TdroNR4Jsc8N5TTgGRACFtjSqlXGyv8/edit>

Please take a minute to look and re-read the MGI Standards.

These standards can be accessed through office@michiangutters.net email and under the employee link on our website! You can also click the link below.

https://docs.google.com/document/d/15cb5eJfweO7Y9Tg0AG-Mnw32kvisnoq4_Gj6Of1hmg0/edit



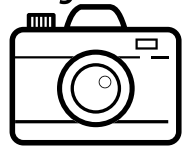
Get to know the crew!



This month's spotlight is on the Gaylord crew member - Anthony!

I moved to Michigan from Texas about 15 years ago. I graduated high school in 2012 and became a father that same year. Flash forward to today and I am a father of 2 boys and 2 girls! I married my lovely wife in 2016 I joined MGI in 2021 and when I am not at work, my hobbies include welding, coaching my kids in soccer, and spending time with my family!

Picture Contest!



Starting in October, we will be running a picture contest! **This is information you will want to tell your customers!** If they take a picture of their gutter install and post it on Facebook tagging the Michigan Gutters facebook and use the hashtag #LoveMyMGIGutters - they will be entered into a raffle for a gift card and so will you! The crew members that completed the install will be entered into a separate drawing for a gift card at the end of the month.

Heather would also love any and all drain tile, trench, rainchain, and rain barrel pictures you have for our website!



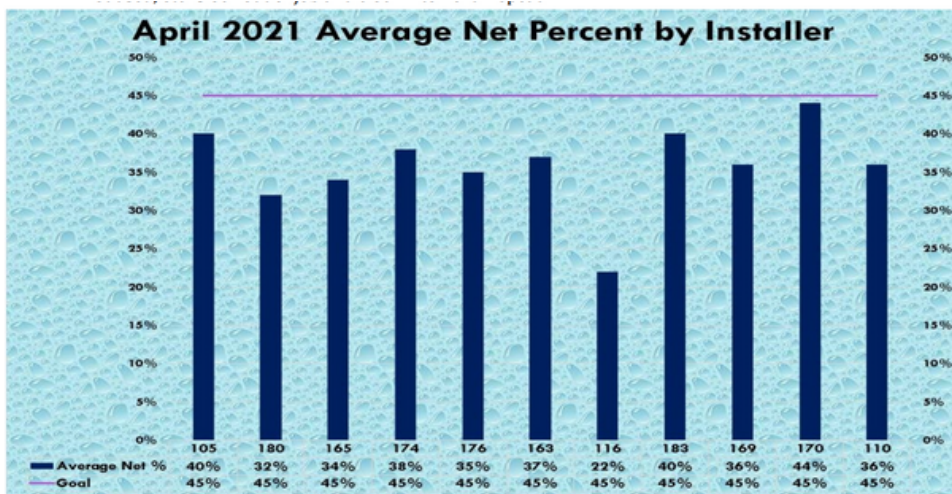
Let's Talk Numbers



I have been talking about the importance of numbers. Here are some factors you control that help your wib numbers:

- *Complete jobs, especially if less than 2 hours is left. This often makes or breaks a job's efficiency and will alter your numbers up to 45%
- *Double check all work for quality and compared to the workorder to avoid return trips. If we return for warranty work, **even if the job is good**, it is not counted in your numbers
- *Filling out the wib completely, if we have to reach out and are unable to invoice due to inaccurate or information that is not there, this is also not counted in your numbers.

Here is a comparison of average net profit percent by installer from April 2021 & 2022



A net percentage of 45% is the target number for MGI jobs to maximize profitability. While the Net % (profitability) is often heavily influenced by the installers there are times that other outside factors have an impact on this number. This figure reflects the success of the company as a whole.

