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The Vacuum Store, modern service with old fashioned value

BY JENNIFER ENRIGHT

For David and Donna Danielli, co-owners of The Vacuum Store in Milton, there isn't a clear separation between their personal lives and their business. As Milton residents, the two enjoy giving back to their community. And as business people they say they bring that same sense of commitment to their customers, many of whom are people they know personally.

Because they work in the same community in which they live and operate an independent business, the Daniellis believe they can offer the kind of "old-fashioned and friendly service" that they say is often absent at large chains or big box stores. "This is our community. And we treat people the way we want to be treated," says Donna, who was recently nominated as Business Person of the Year by the Milton Chamber of Commerce and is a nominee for the

North Halton ATHENA Awards. Each year, the ATHENA award is presented to a man or woman who has demonstrated professional excellence, given back to the community, and assisted women in realizing their potential.

David, who grew up in Milton, began working at Milton Vacuum and Sanitation in 1989, a job he enjoyed. So he and Donna decided to purchase the vacuum side of the business in 1995, renaming the business The Vacuum Store, and last year they also bought out the sanitation side of the business.

At The Vacuum Store, the Daniellis sell household, commercial, and central vacuums and cleaning equipment. They also carry thousands of parts in stock and offer repairs to all makes and models of vacuums.

They offer a variety of vacuums, everything from less expensive products to what

they consider the Cadillac of vacuums, the Miele, a German-made vacuum that comes in several models specifically designed for the needs of different types of customers. The Miele, which is certified to protect allergy and asthma sufferers, even has a model specifically designed for cat and dog lovers – a vacuum geared to pet owners.

Donna says they only sell vacuums that they know will last and they're careful to ensure that their products only come with inclusive warranties that cover all parts and labour as opposed to limited warranties. Sometimes people will discover that the fine print indicates their warranty is void without regular maintenance every four years, says David. To ensure they provide only quality products, Donna says they take the time to do research. "We're very picky about the vacuums we choose to sell."

Equally important, they say, is offering personalized service. As Donna explains, providing good customer service is critical particularly in a smaller community. "It's a very small town. People talk to me in Loblaws about their vacuums."

David and Donna actually got into the vacuum business because they enjoyed the contact with people. Back when David was working at Milton Vacuum and Sanitation he found he liked interacting with customers. As for Donna, she says she's always derived a lot of satisfaction from assisting people and one of her earliest efforts to help out in the community was tutoring inmates in the Don Jail when she lived in Toronto. After she married and moved to Milton, Donna continued her volunteer activities. She's been chair of Brookville Public School's council for the last two years and more recently she helped organize a fundraiser for Michael Papaioannou, a youngster who suffers from Lesch-Nyhan Disease (LND), a rare genetic disorder. She

says she's now working with Michael's parents, Peter and Melissa, to help set up the Lesch-Nyhan Children's Foundation.

It seems like a lot, given her busy schedule and all the hours she and David spend at their business, but she sees it all as worthwhile. "I've done a lot of volunteer work. Again, it comes back to a sense of community. I truly believe that what you get out of your community is what you put into it. And I genuinely like helping people."

The Vacuum Store is located at 785 Main St. E. in Milton. The store is open Monday to Thursday from 9 am until 5:30 pm, on Friday from 9 am to 6 pm, and on Saturday from 9 am to 1 pm. For more information, call The Vacuum Store at 905-876-3394.



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Contractor's Corner
WITH RICK THOMAS



Dear Mr. Contractor

We had a pressure treated deck installed three summers ago, and now it's looking dull, gray, and dirty looking. We prefer the natural look so staining it is out of the question. Is there any way to bring back the original beauty?

Thanks in advance
Bill and Katherine Y.

Dear Bill and Katherine

This is quite a common problem with pressure treated decks. They are fabulous as far as being low maintenance, but that doesn't mean totally maintenance free.

I would suggest a power washing of all surfaces and rails, replacing any boards which may have warped or checked. Then apply a clear sealer with a UV protectant.

There are many name brands on the market. I recommend either rolling or spraying.

Your deck will look as good as new for the next 3 or 4 years. This is a way to protect your original investment and bring you years of leisure and relaxation.

Rick

Contractor's Corner will run next on Friday, June 3rd, please submit your questions or handy tips to askacontractor@yahoo.ca by Friday, May 27th.

