



The Fitting Connection

June 2009



PHCC Golf Tournament

June 16, 2009

Brookhaven Country Club

3333 Golfing Green Drive

Dallas, TX 75287

11:30—1:00 pm

PHCC North Texas

4340 Highlander Drive

Dallas, Texas 75287

972-818-1990

972-818-2105-fax

www.phccnorthtexas.org



Hiring & Firing

Rosena Manor with L L Roberts will do a program on Hiring and Firing. Hiring a new employee is one of the most important and time-consuming tasks a manager can undertake. The problem is that you find yourself under a great deal of pressure to fill a position. You will be investing a lot of time and money in this new employee and it is essential you do it right. We will review proper and legal employment screening processes including questions to ask and NOT to ask during the interview process.

Firing an employee is an emotional draining and difficult action, no matter the length of service or level of responsibility. We will review proper documentation when letting an employee go that will be valuable in the event of discrimination or unemployment claims.

Don't forget to RSVP. The fax back page is page 19. You can also e-mail or call with your reservation. Thanks for your help.

Thanks to these City Inspectors for Joining our Forum in May



Golf Classic Charity Receives Check

At the May meeting Lee McFarland, President of PHCC North Texas presented, Sarah Leveret, a representative from Ronald McDonald House with a check for \$9,181.04. This was the money raised at the PHCC North Texas/Spartan Tool Golf Tournament on April 21st. The success of our tournament is due to the huge support that we always receive from our Contractor and Associate members. We thank you!

The Golf Committee for next year are interviewing charities for PHCC North Texas to support with our 2010 Tournament. If you have someone you would like them to look at please give us a call.

Welcome New Members

Ronnie Dean
Russell Dean

Deans' Plumbing Solutions, Inc.

709 Lingco Dr., Suite 106
Richardson, Texas 75081

www.deansplumbingdallas.com

russell@deansplumbingsolutions.com

Casey Wenzel
MEMCO

1860 Crown #1400

Dallas, TX 75234

972-556-1867

972-910-8573-fax

www.memcostaffing.net

caseywenzel@marekbros.com



PHCC North Texas President, Lee McFarland, presents Sarah Leveret (Ronald McDonald House) a check from the proceeds of the PHCC North Texas/Spartan Tool Tenth Annual Golf Classic

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Ronald McDonald House® of Dallas

June 2, 2009

Mr. Lee McFarland
PHCC North Texas
4340 Highlander Drive
Dallas, TX 75287

Dear Lee,

Thank you for your tremendous gift of \$9,181.04 to the Ronald McDonald House of Dallas. With the generous support of organizations like PHCC North Texas we can continue to bring help and hope to families of seriously ill and injured children. One family shared these words of appreciation:

"Your house saved and changed my life in more ways than one. The kindness and generosity that my family and I received from your organization had an everlasting impact on my life"

As you know, construction is underway on the new Ronald McDonald House of Dallas, and we are scheduled to open in late fall 2009. We are excited to serve twice as many families while their children receive treatment at a local hospital. Your generous support to sustain the operations of the House is even more crucial at this time.

On behalf of the children and families we serve, we send a special thank you from the "House that Love Built."

Gratefully,

Sarah

Sarah Leverett
Special Events Coordinator

Thank you Lee! Please pass along our sincere appreciation to

Internal Revenue Service requires us to acknowledge your donation and to state that no goods or services were provided to you for your contribution. Please keep this letter with your tax records. The Ronald McDonald House of Dallas is a 501(c) 3 not-for-profit organization. Our tax ID number is 75-1609401.



Trip to a Baseball Game

PHCC North Texas went to the Grand Prairie ballpark on June 4th. The 2008 Southern Division Champion Professional Baseball team, the AirHogs played Pensacola at the Grand Prairie Ballpark. It was a fun evening with the Airhogs winning 15 to 1.



Apologies

Our Apologies go to Joe Durrett with Enterprise Plumbing. We omitted listing his name in last month's newsletter as one of our Golf Sponsors. Enterprise Plumbing was a sponsor of a Birdie. Enterprise was listed on the signs at the tournament but omitted from the newsletter.

Also, I really goofed! Those of you who received a call from the Construction News looking for someone of a "certain age" - It was my fault. I'm so sorry! I forget that there are so many of you so much younger than me.



PHCC North Texas Members enjoy the Airhogs baseball team's win over Pensacola

State Talk by Nancy - June 2009

IT'S NOT TOO LATE! REGISTER NOW FOR THE PHCC TEXAS STATE CONVENTION AT LAKEWAY RESORT IN AUSTIN – CALL US AT (800) 831-9313 OR EMAIL ME AT njones@phcc-tx.org. You don't want to miss it!

LEGISLATIVE UPDATE:

The 81st Texas Legislative Session is OVER JUNE 1! Here is a quick summary of the plumbing and air conditioning legislative bills that could affect your business:

SB 1410/HB2697: Responsible Master Plumber clarification bill: This bill clarifies the difference between a Responsible Master Plumber and a Master Plumber. It does not amend the plumbing license law itself. This bill PASSED, but two amendments were tacked on – one good (allowing a plumber to obtain an endorsement to install residential fire sprinklers) and one bad (this one from the builders – outlaws local municipalities from passing ordinances to mandate residential fire sprinklers in one or two family dwellings.) These amendments were tacked on at the last minute because the bills themselves had no chance of passage. **We will work to change the builder's amendment by next session!**

SB802/HB1758: This bill allows an apprentice who has completed a Department of Labor Office of Apprenticeship Program or a Texas State Board of Plumbing Examiners Board-approved program to apply up to 500 classroom training hours toward his Journeyman or Tradesman license exam requirements. It also allows an apprentice who has completed an associate of applied science degree in a plumbing technology program to apply those hours toward a Journeyman or Tradesman license. This bill PASSED and is waiting to be signed by the Governor.

SB2192/HB3129: This bill amends Chapter 39 of the Business & Commerce Code to exempt licensed plumbing, air conditioning and electrical services from the "Third Day Right of Refusal." **This law was designed to protect consumers from door to door sales transactions, but could be interpreted to include installation services.** This bill PASSED and is waiting to be signed by the Governor.

State Talk Continued

HB343: This license clean-up bill PASSED. Part of this bill supported our Apprentice Training bill, but there are numerous sections of this bill you may want to read. Go to www.capitol.state.tx.us to read the text.

SB627: Refers to liability for negligent hiring by in-home service companies and residential delivery companies. This bill PASSED.

SB555: This bill would delete indemnification clauses in construction contracts. This bill FAILED TO PASS in the House due to lack of time at the end of the session.

HB 2764: This bill relates to the licensing and requirements of water well drillers. This bill FAILED TO PASS.

HB2600: This bill relates to the licensing of certain journeyman and sheet metal contractors. This bill FAILED TO PASS.

YOU MAY READ THE TEXT AND HISTORY OF EACH BILL BY GOING TO www.capitol.state.tx.us

DO YOUR APPRENTICES NEED TRAINING FOR FEDERALLY REGISTERED REQUIREMENTS FOR GOVERNMENT JOBS? OUR PHCC TEXAS APPRENTICE PROGRAM IS APPROVED BY THE U.S. DEPARTMENT OF LABOR AND OFFERS THE IDEAL TRAINING PROGRAM FOR YOU!

THIS HANDS-ON AND CLASSROOM TRAINING IS ALSO EXCELLENT FOR ANY OF YOUR TECHNICIANS WHO NEED **TRAINING...AND THEY ONLY HAVE TO ATTEND 4 DAYS 4 TIMES A YEAR!**

EVEN BETTER – OUR NEW APPRENTICE LEGISLATIVE BILL THAT JUST PASSED OFFERS A CERTIFIED APPRENTICE AN OPPORTUNITY TO APPLY 500 HOURS OF CLASSROOM TRAINING TOWARD THE REQUIREMENTS OF A TRADESMAN OR JOURNEYMAN LICENSE!

OUR NEXT APPRENTICE I CLASS IS JUNE 29-JULY 2 AT THE CONSTRUCTION EDUCATION FOUNDATION IN IRVING.

CALL (800) 831-9313 (EXT 204) TO REGISTER!

Inspector Roundtable Discussion Groups



Inspector Roundtable Discussion Groups





PHCC Texas Apprenticeship Application

Apprenticeship Training

Plumbing 1-A Course, Summer 2009

INSTRUCTORS: FRANK MORGAN/BILL WHITE
CONSTRUCTION EDUCATION FOUNDATION (CEF)
1401 N. ROYAL LANE ~ DFW AIRPORT, TX 75063
CEF PHONE: 972.574.5200

Employer Name _____

Company Name _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____ Email _____

(please check if able to attend the following dates)

Plumbing I-A: June 29-July 2

Student Name _____

Soc. Sec. # _____ Gender (circle one) M F

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____ Email _____

MAIL, EMAIL or FAX Application to:
PHCC Texas ~ ATTN: Nancy Jones
145 Trademark Dr., Buda, TX 78610
PH: 800.831.9313 Ext. 204 ★ FAX: 512.523.8104
Email: njones@phcc-tx.org



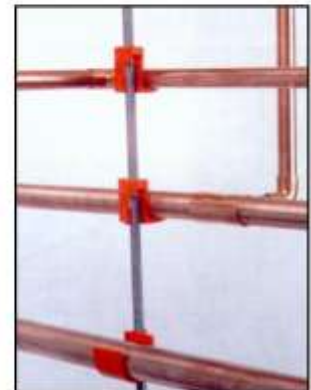
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"TOPS Training"

(Total Opportunity Performance Systems)

TECHNICIAN TRAINING



DATES: June 23 & 24, 2009
(Tuesday & Wednesday)

TIME:
8:00am – 3:00pm
Each Day

LOCATION:
Frymire Engineering
2818 Satsuma Drive
Dallas, TX 75229

Registration Fees:
PHCC-QSC Members:
\$99 per person
Non-Members: \$150 per person

The "TOPS" program is a 1-day class instructed by Quality Service Contractors (QSC) Business Coach, John O'Connor. "TOPS" is a training session designed for service providers to help them understand and develop specific activities and "attitudes" that will improve their level of professionalism before, during, and after their time spent with your customers.

The two technicians I sent to the TOPS training program both came back to work with a renewed excitement for customer service. Both technicians loved how motivating the speaker was. One felt he was able to use some of what he learned the very next day. As a business owner, I felt the training was worth every penny of investment by having technicians that provide a higher level of enthusiastic service that our customers deserve.

*Thank you and keep the training coming,
David LeRoy Plumbing, Inc. New Cumberland, PA*

~Registration Deadline ~

**Monday
June 1, 2009**

*****No cancellations after June 11th –
Substitutions are permitted*****

**If class is canceled for not achieving the minimum
of 15 attendees each day – all registrations will be
refunded**

**Technicians are requested to wear their
normal work uniforms.**

YOU WILL LEARN:

Delivery System

- Step 1 – Arrival
- Step 2 – At the Door
- Step 3 – Entry
- Step 4 – Diagnosis
- Step 5 – You are the Expert
- Step 6 – The Solution
- Step 7 – Price
- Step 8 – Workstations
- Step 9 – Options
- Step 10 – Finish like a Professional

Topics

- o Personal accountability.
- o Goal Setting.
- o Why are successful people successful?
What are their secrets?
- o Service from the customer's point
of view.
- o Why customers won't do business
with us (you) again?
- o What are customers looking for?
- o Personality types: Learning to work
with them will make your job easier.

Name: _____

Class date: June 23 or 24 (circle one)

Name: _____

Class date: June 23 or 24 (circle one)

Name: _____

Class date: June 23 or 24 (circle one)

Name: _____

Class date: June 23 or 24 (circle one)

(For Additional Names, Please Attach Separate Sheet)

Company: _____ Address: _____

City/State/Zip: _____ Phone: _____

Check Enclosed \$ _____ (amount x # of attendees) Check Payable To: QSC

Credit Card: Visa _____ MC _____ AMEX _____

Card #: _____ Expire _____

Name on Card: _____ Signature: _____

Fax to: (703) 237-7442 Attn: Dawn Dalton

Questions: Call Barbara Lochridge-Hogue PHCC North Texas
Ph: (972) 818-1990 or email: blochridge@sbcglobal.net

Mail Payment To:
Quality Service Contractors
180 South Washington Street
Falls Church, VA 22046



PLUMBING-HEATING-COOLING
CONTRACTORS ASSOCIATION

The Dallas PHCC Chapter presents another in a series of educational seminars designed for the plumbing, heating and cooling professionals.

=====
"Business Operations and
Systems Success"
1 Day Seminar

The Class will focus on:

- *Income Statements
- *Balance Sheets
- *Chart of Accounts
- *Accounting Terms
- *Breakout sessions:

During the breakout sessions you will learn how to use financial statements to make business decisions. This is powerful learning tool that you can apply to your own business the next day!

The B-O-S-S program is a 1 day interactive financial program. The instructor, **John O'Connor**, has 27 years experience in the contracting business and currently works for Quality Service Contractors (QSC) as a business coach and trainer. This course was designed for Plumbing, Heating and Cooling industry and is intended for company owners, managers, or anyone that needs a better understanding and working knowledge of financial statements and how to use them.

When: June 25, 2009 (Thursday) 8:00am-4:00pm

Where: Frymire Engineering, 2818 Satsuma Drive, Dallas TX 75229

Lunch will not be provided

Be sure to bring a calculator!

This is what they are saying:

The B-O-S-S program is a great benefit to go to for everyone, from the person just starting off, to the contractor who is coming off the truck. Even the experienced business manager who needs to be reminded of the important issues that affect the profitability and his/her quality of life.

Ron Newman, Lakes Plumbing, Heating & Cooling, Inc., Spirit Lake IA

If anyone gets the chance to go to a B-O-S-S class, go. You will get to learn how to run a successful business from one of the best, John O'Connor. B-O-S-S was great, don't miss it.

David Singleton, David R. Singleton, Inc. Manchester, MA

Cost:

PHCC/QSC Members:	\$195 per person
Non-Members:	\$245 per person

Make Checks payable to: QSC ~ **Mail to:** Quality Service Contractors, PO Box 6808, Falls Church, VA 22046

Name: _____ Name: _____

Name: _____ Name: _____

Company: _____ Address: _____

Check Enclosed: _____ Credit Card: Visa _____ MC _____ AMEX _____

Card #: _____ Expire _____

Name on Card: _____

Signature: _____



Registration Deadline: June 1, 2009 – Fax: (703)237-7442 (Attn: Dawn)

Questions: Call Barbara Lochridge-Hogue, PHCC North Texas; Ph: (972) 818-1990 or
email: blochridge@sbcglobal.net

2009—PHCC North Texas Associate Members

AG Van & Truck Murray Clark	Fuelman of DFW Julie Handley	Rainbow International South Tarrant County Steven Simpson
Apex Supply Mike Williams & Don McDonald	Hugh Cunningham Hal Haas	Reliable Chevrolet Cheryl Fulgham
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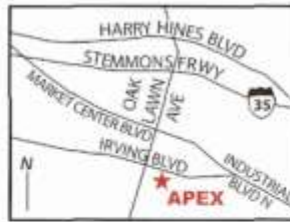
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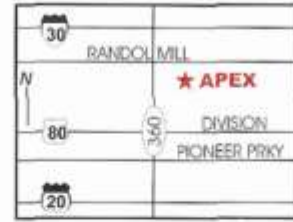
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Arlington, TX 76011
Metro 817-640-4343 • Fax 817-649-2960



RICHARDSON

600 E. Arapaho
Richardson, TX 75081
972-231-5155 • Fax 972-231-5343



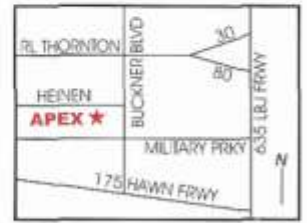
LEWISVILLE

510 S. Mill St.
Lewisville, TX 75067
972-436-1506 • Fax 972-436-1508



EAST DALLAS

7930 Heinen
Dallas, TX 75227
214-388-3456 • Fax 214-381-5770



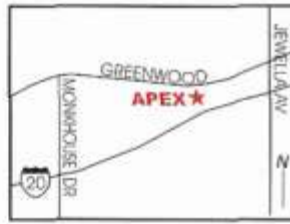
TERRELL

1100 E. Moore Ave.
Terrell, TX 75160
972-563-0046 • Fax 972-563-0146



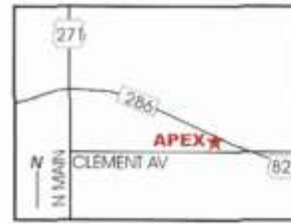
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Shreveport, LA 71109
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Paris, TX 75460
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Sulphur Springs, TX 75482
903-885-9559 • Fax 903-885-6083

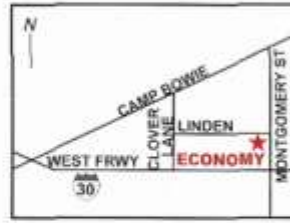


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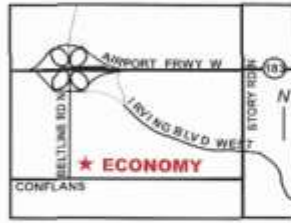
FT. WORTH

2200 Montgomery St.
Ft. Worth, TX 76107
817-732-8183
Fax 817-732-8186



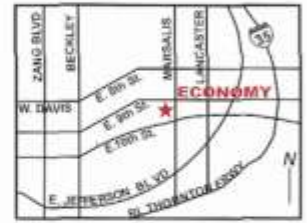
IRVING

820 N. Beltline Rd.
Irving, TX 75061
972-790-1550
Fax 972-790-1551



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Dallas, TX 75203
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Fax 214-948-7551



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Round Rock, TX 78681
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Fax 512-244-6947



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Fax 512-385-9161



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JOURNEYMAN/TRADESMAN PREP COURSE

Presented by Plumbing Heating Cooling Contractors North Texas

www.phccnorthtexas.org

Dates: *(Please circle date of your choice)*

May 16-17, 2009

June 13-14, 2009

July 18-19, 2009

August 8-9, 2009

Sept. 19-20, 2009

October 17-18, 2009

November 21-22, 2009

December—no class

Location: Alpha Plumbing & Leak Locators

10931 Dennis Road (N. on Dennis from Royal Lane)

Dallas, TX 75229

Instructor: Howard Scarborough (Lunch is not Included)

Time: 8:00 - 5:00 pm Each Day

Cost: \$295.00—Member

\$395.00—Non Member

CREDIT CARD , CASH, MONEY ORDER—NO PERSONAL CHECKS

MUST REGISTER IN ADVANCE—CLASSES LIMITED

Name: _____ Company _____

Address of Company _____ City _____ State ____ Zip _____

Business Phone: _____ Fax: _____

Personal Phone/Cell Phone _____

Charge Card Type _____ Number _____ Expiration _____

Signature: _____ Your Test Date in Austin _____



Plumbing • Heating • Cooling
Contractors Association

PHCC North Texas/4340 Highlander Dr./Dallas, TX 75298

972-818-1990/972-818-2105-fax



Plumbing • Heating • Cooling
Contractors Association

Fax Back to: 972-818-2105

PHCC North Texas Lunch Meeting

June 16, 2009

11:30—1:00 pm

Location:

Brookhaven Country Club

3333 Golfing Green Drive

Dallas, TX

Program: Hiring and Firing

No I will not be there ____

Yes I will be there ____

Names_____

Company:_____

Thank you for helping us with this.

Barbara & Aggie

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