

Introducing...

CUMMING HOME Heating & Cooling

Doesn't old-fashioned, quality customer service **sound nice?**

Newmarket-Aurora's own Cumming Home Heating & Cooling should be the first call you make if your furnace is making funny noises, you're looking to install an outdoor built-in BBQ this summer, your hot water tank doesn't seem to be producing hot water, or you know the value of preventative maintenance checks. The company is run by 'nice guys' who still believe in old-fashioned customer service and education of the homeowner.

This is not your ordinary heating and cooling company. Its motto is "experienced, reliable, on time," which says it all.

The friendly, personable, and highly experienced owner/operator of this heating and cooling company is Chris Cumming, who is joined in the field by the well-known Geoffrey Guertin, who has almost 20 years of experience in the heating and cooling servicing business. Chris is a life-long resident of Newmarket-Aurora, and Geoffrey, who holds multiple licences for the industry, is very familiar to area customers for his expertise, pleasant service,

and quality education.

Cumming Home Heating & Cooling is built on three principles, the first being comfort – providing comfort in the home, which is your biggest asset. Also, they want you to feel comfortable with their service.



Chris Cumming



Geoffrey Guertin

"We're not just going into a home, we're building lasting relationships within our community," explains Chris.

Their second principle is "service excellence. You'll hear me say, you have to repair a significant number of different types of equipment to reach the point where you can do the repair right the first time. We have – and we do. As well, we're focused on education and engaging the homeowner. We consistently ask for feedback on our level of service," he notes.

One day, after two separate service calls, Chris received telephone calls complimenting Cumming Home Heating & Cooling for their exemplary performance and customer service. This says a lot. Chris and Geoffrey rely on word of mouth, setting them apart from other companies. They reward referrals

with 10% off your next service.

Service all of York Region, but mainly focused in Newmarket-Aurora, Cumming Home was created in 2004. "We are confident in our services and offer service excellence," says Chris. "And we give more than a taillight warranty. We firmly stand behind what we do."

Their third principle is transparency with the people they deal with. The price is the price. The part is the part – it's full transparency. We're old-fashioned – we're not out for a cash grab. We want your repeat business, not to hit you for a bunch of money and hope you never call again. We're in it for an ongoing relationship.

Cumming Home Heating & Cooling offers a fresh, easy-to-utilize, up-to-date website (cumminghome.ca) that "contains all our services and products and helpful tips and links," explains Javed S. Khan, Director of Marketing for Cumming Home Heating & Cooling, who developed the user-friendly website with Chris.

"It gives people an idea of what they want before they call us. The website is upfront. That's what we offer. It gives the customer peace of mind that we have that product," explains Chris. On the website you'll find how the company can help meet your heating, cooling, pool and out-

door living needs (like barbecues).

In fact, Chris and Geoffrey are very experienced with furnaces, air conditioners, heat pumps and fireplaces. Chris specializes in pool heaters, outdoor fire features and living areas. Chris is also a warranty representative for a number of pool heater manufacturers and works in partnership with pool companies and associated trades "that need our services."

As Chris says, "we're experienced, reliable and on time – people's time is valuable. If we say we're going to be there at a certain time, that's when we're there. And, we'll offer you extremely reasonable pricing," Chris concluded.

Call Cumming Home Heating & Cooling for all your home comfort needs. Phone 905-713-5408 today to take advantage of the money-saving coupon on this page.



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