

BULLETIN BOARD: NEVER A DULL MOMENT AROUND HERE!
WE HOPE YOU WILL FIND THIS INFORMATION USEFUL!

Nov. 10 –Dec. 31 ~ Franklin Square Holiday Festl & Electrical Spectacular Light Show

Nov. 11- Jan. 1 ~ Christmas at Peddler's Village Routes 202 and 263, Lahaska. Visit www.peddlersvillage.com - Stop by on Nov. 18 for the village illumination celebration, which features a Light Parade and an appearance from Mrs. Claus. Guests will also have the chance to give her their wish list letters to Santa.

Nov. 11-Feb. 26 ~ Wintergarden at Dilworth Park ~ 1 S. 15th St, Philadelphia. Visit ccdparke.org. Dilworth Park opens a new feature, America's Garden Capital Maze, which is inspired by a holiday garden theme featuring plants, trees, and decorative lights. At completion of the maze you will see the gazebo decked out in its finest holiday décor.

Sat. Nov 16, 9:00am ~ Antiques At Kimberton – Fall 2019, Kimberton Fire Co, Phoenixville, PA - Starts at \$7.00

Nov. 19 – Jan.8 ~ Shadybrook Farms Holiday Light Show ~ 931 Stony Hill Road, Yardley. Visit www.shadybrookfarm.com. Shadybrook Farms has a drive-thru holiday light show which is a very popular location to see festive lights in PA. Sporting over 3 million lights, the farm provides refreshments such as hot cocoa and you can observe the light show from a tractor ride or the comfort of your vehicle.

Nov 22, 7:00-9:00pm: Upper Darby Performing Arts Center: The Nutcracker
601 N Lansdowne Ave, Drexel Hill, PA 19026

Nov. 25 – Dec. 31, Macy's Christmas Light Show – 1300 Market St., Philadelphia. Visit www.wanamakerorgan.com. Grand Phila holiday tradition since 1956, a light show & Wanamaker Organ Concert. The world's largest functional pipe organ, a gorgeous instrument in the atrium of what is now the Center City Macy's store, but was the original John Wanamaker's Store. Shoppers can stop to take in the beauty of the twinkling lights & decorations floating from above! The third floor of the Center city story will transform into a 6,000 square-foot Dickens Village bringing Charles Dickens' A Christmas Carol to life.



Sun, Dec 1st, Christkindlmarkt 2019! ~ Open to the public! ~ Reading Liederkranz German Singing & Sports Society. 143 Spook Lane, Reading, PA USA 19606-4338, Vendor Market 10:00 a.m. to 4:00 p.m. , 610-373-3982, Clubhouse 12 Noon to 6:00pm.

December 6-7, 2019 PHOENIXVILLE CHRISTMAS PARADE & FIREBIRD FESTIVAL:
Where: Various locations incl Veteran's Park Softball Fields, 192 Mowere Rd, Phoenixville. Phoenixville celebrates the holiday season with two blockbuster events. On Friday, December 6, 2019, a joyous parade leads up to the town's annual tree-lighting ceremony. The next day, the Firebird Festival brings live music, dancing and shopping before the spectacular burning of a gigantic wooden phoenix. - Photo by B. Johnson

December 8, 2019 ~ Where: Fonthill Castle, 525 E. Court St, Doylestown
Enjoy the holidays at beautiful Fonthill Castle in Doylestown. The space, built by Henry Chapman Mercer and modeled after a 13th-century Rhenish castle, hosts a Community Holiday Open House on Sun, Dec 8. Guests can wander through the meandering hallways, see the differently shaped rooms and encounter 32 stairways on their holiday journey.

Sun Dec 9, 2018 ~ Hanukkah Celebration ~ ELMWOOD PARK ZOO, 2-3:30pm
Age: All ages, Price: Adults \$17.95; Children (3-12) \$13.95; Children under 3 are free. Join Elmwood Park Zoo for a Hanukkah celebration. Guests can visit the animals, watch a live animal show, participate in games, make crafts, and listen to the Temple Brith Achim Choir perform. Afterwards, the menorah is lighted.

Dec. 18th - Latkepalooza ~ YUM! ~ 401 S. Broad St., Philadelphia. Visit www.gershmany.org. Renowned chefs from 10 of Phila's most popular restaurants are featured in this year's event of the latke.

DEC 31st: NEW YEAR'S EVE Countdown 2 Noon ~ Revelers small and tall can ring in 2019 with a Countdown2Noon at the [Please Touch Museum](http://www.pleasetouchmuseum.org), 4231 Avenue of the Republic, Philadelphia, PA 19131. Celebrate New Year's Eve before naptime, featuring live music, a countdown performance and a traditional New Year's Eve ball drop at 12 and 1pm. ~OR~ **Party with the fishes at the [Adventure Aquarium](http://www.adventureaquarium.com), 1 RIVERSIDE DRIVE, CAMDEN, NJ 08103.** EXPLORE UNDERWATER WITH SCUBA SANTA! Visit him in Ocean Realm as he spreads the magic of Christmas to every child and animal and stops for underwater selfies with kids of all ages.

DEC 31st: – New Year's Eve 2019 at the Chart House, 555 S Christopher Columbus Blvd, Phila, PA 19147. Enjoy an amazing chef prepared dinner & enjoy the awesome **Fireworks on the Delaware w/displays at 6pm & Midnight!!**

PLAYGROUND FUN & GAMES



C U W V B F K S Q S W H A R V E S T H G
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CORN AUTUMN BONFIRE BOOTS OCTOBER RAKE	THANKSGIVING HARVEST LEAVES CARNIVAL APPLES APPLE CIDER	PUMPKIN FOOTBALL SWEATER NOVEMBER SEPTEMBER SUNFLOWER
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TIP: FOR A DECORATIVE (AND TASTY) TOUCH, CONSIDR ADDING A DRIZZLE OF SALTED CARAMEL SYRUP ON TOP OF YOUR FROSTING!!

RECIPE COURTESY OF
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CHEESECAKE FILLED PUMPKIN CUPCAKES

One 8 ounce package cream cheese, at room temperature
1/2 cup confectioners' sugar
2 large eggs, plus 5 large egg whites
2 teaspoons pure vanilla extract
1 1/2 cups flour
2 teaspoons pumpkin pie spice
1 1/2 teaspoons baking powder
3/4 teaspoon salt
1 cup canned pumpkin puree
1 cup granulated sugar
1/2 cup vegetable oil
1 cup light brown sugar
Simmering water
3 sticks (12 ounces) unsalted butter, cut into tablespoon-size pieces and chilled



PREPARATION:

Place a rack in the lower third of the oven and preheat to 350 degrees . Line a 12-cup muffin pan with baking liners. Using an electric mixer, beat the cream cheese and confectioners' sugar for 3 minutes. Beat in 1 egg white and 1/2 teaspoon vanilla.

In a bowl, whisk the flour, pumpkin pie spice, baking powder and 1/2 teaspoon salt. In another bowl, mix the pumpkin puree, 2 eggs, granulated sugar, oil and 1 teaspoon vanilla. Whisk in the flour mixture.

Layer each muffin cup with some of the pumpkin batter, then the cream cheese mixture, then more of the batter. Bake until springy to the touch, 25 minutes. Let cool.

Using the electric mixer, beat the brown sugar, remaining 4 egg whites and remaining 1/4 teaspoon salt. Fill a medium saucepan with enough simmering water to reach a depth of 1 inch; place the mixing bowl on top. Whisk the mixture until it registers 160 degrees on an instant-read thermometer.

Transfer the bowl back to the mixer and beat at high speed until fluffy; lower the speed and beat to room temperature, about 5 minutes. Add the butter, 1 tablespoon at a time, then beat at high speed for 5 minutes. Beat in the remaining 1/2 teaspoon vanilla.

Transfer the frosting to a pastry bag; pipe large rosettes on top of the cupcakes.

ESTIMATED PREP TIME: 25 MINS - ESTIMATED BAKE TIME: 45 MINS

*Please note all photos & event descriptions are the sole property of their original owners & depicted here for informational purposes only.
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TP&C SEASONAL NEWSLETTER

Maintaining Balance & Beauty in Your Home & Office

AT A GLANCE:

Personal Message: Coming Together – Cover

The Tip-Line: Q & A
Do Contractor's Get a Bad Rap?
- Pg 2

Thank You for the Referrals! - Pg 3

Hello & Welcome to Our Newest Customers! –



Seasonal Deal-Pg 3

Customer Spotlight: Kate Allison & Jack Earle – Pg 3

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**LATE FALL/EARLY WINTER
2019 EDITION**



*Created By & Provided Courtesy of
Taylor Painting & Carpentry*

Valued Customers & Friends,

First can I just say Happy Fall?!! I don't know about the rest of you, but I am pretty happy to be done with heat and humidity for a while. So, this is a Late Autumn/Early Winter Newsletter, kind of a coming together of the seasons, if you will.

And speaking of coming together, we hope you will join us in congratulating our son Kevin. He went and got himself hitched last week! It was a Halloween wedding – well, not costume-wise or anything (yes, I would have taken the easy way and gone as Tim Taylor from Tool Time) – but just a general Halloween theme. Mother Nature was in true “Let's make life interesting for House Taylor” spirit and doused their outdoor wedding with rain and wind. But no amount of doom and gloom could kill the spirits of those two!

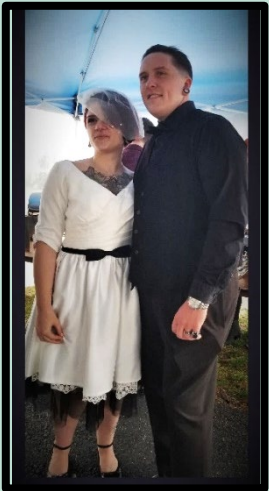
Most of you know Kevin is such a friendly and out-going guy, and his wife Kori is pretty much his perfect companion. They braved all the elements with huge grins on their faces all day, eyes only for each other of course, and made it a great day for everyone else just by being around all that positivity. Kevin, you know I'm sending you a newsletter, that's what family is for! So, congratulations again and just know we are super stoked for you and Kori and extra proud of your great attitude! Now, please come back to work with us and help me torment your little sister!

Seriously though, we are looking especially forward to celebrating the holidays this year with our new daughter-in-law, and we hope all of you have both fun and relaxing plans with your friends and loved ones for this upcoming holiday season!

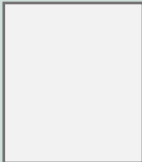
Please reach out soon if you are thinking of having any small projects done by mid-end December as we are booking up quick – or even if you need an extra hand hanging or removing holiday decorations and lighting (you know who has the ladders!).

Finally, I'd like to say that we are especially thankful for all of our customers – the older and newer ones. Your patronage keeps our family working steadily and we are never more aware of that than at this time of year. We truly do value you and the projects you hire us to help you complete.

Happy Holidays, Tim & Richelle Taylor, Kevin, Devon & The Whole Taylor Painting & Carpentry Crew



From: Tim & Richelle Taylor
& The Taylor Painting Crew
456 Cedar Hill Road
Birdsboro, PA 19508





Q & A



QUESTION: WHY DO CONTRACTORS HAVE SUCH A BAD REPUTATION FOR BEING UNRELIABLE AND EITHER NOT COMPLETING A JOB AT ALL OR NOT FINISHING ON SCHEDULE?

ANSWER: WHILE WE CAN'T SPEAK FOR EVERYONE ON THIS MATTER, WE CAN GIVE YOU OUR OPINION FROM OVER 40 YEARS WORKING IN THE INDUSTRY, AND HOPEFULLY HELP SHED SOME LIGHT ON THIS UNFORTUNATE BUT COMMONLY HELD BELIEF.

There are many different trades involved in the construction industry, but for the sake of answering this question we will assume the conversation is geared more toward home improvement contractors. Even narrowed down to that group we are not even close to being experts in all of these areas but can certainly speak to what we see in the painting industry or when being a part of a larger project where other trades are involved.

The first thing to point out is that when you receive a proposal for services, an estimator has typically inspected your project, discussed your goals, estimated the amount and cost of materials needed, and then based on past experience of how long this type of job has taken, calculates approximately how long it should take to complete this project. If you move forward, you will likely sign a contract with the estimated total and a projected start date and time for completion. Some companies or trades work solely on a time and materials basis (T&M) which basically means even if they do ballpark a quote for you up front, that is meant to provide perspective of roughly where the price will land. The actual billing happens on a weekly basis (or similar) for a total of all the labor costs for everyone who worked on the project, plus a list of receipts submitted for reimbursement for the cost of materials. If it is a smaller job you may only pay at the end such as when you take your car to the auto mechanic.

We personally work mostly off of a pre-determined price that we have calculated as explained above based on years of experience for how long certain types of jobs tend to take. We account for prep, application, finish, and clean-up time as well as other factors depending on the job. We almost always calculate the cost of materials ahead of time so we can provide you with one price for your project that includes everything – labor and materials. We can tell you approximately when we will start based on the current schedule and tell you that given all known factors your type of project usually takes about 5-7 days to complete (for ex.). Sometimes we may need to allow for certain portions of the job – usually a smaller portion – that can only really be done on a T&M basis. The reason for that is that with some issues (wood rot for instance) you can't know what you will find once you start removing old trim, etc., and there really is no good way of estimating how long it will take to repair or precisely what materials will be needed. That is a discussion we have with the homeowner at the time of the estimate typically and can revisit any time they have questions about how things are moving along.

When booking jobs, it is almost always an estimate within a reasonable timeframe of when you will be able to start and how long it should take. But there are factors that can change that. The biggest is the weather. When working on outside jobs the weather is our biggest adversary; as in if it does not cooperate it can set us back quite a bit. We always try to set aside protected areas of the home to work on during inclement weather, but if we go through a rainy spell you can easily run out of covered work quickly. Therefore, there are times when it is necessary to pull off an exterior job for this reason and go to an interior. This is frustrating for everyone involved. Of course, the homeowner whose house you were on doesn't want you to go before the job is completed. We don't like having to pack up the equipment and move it to another project, set it up again and start something new, but we do have a business to keep operational and employees that need to work. When we get interior jobs during the warmer months, we try to work with the homeowners to see if they are okay being on our "rainy day schedule". This is especially helpful if it is a smaller project and we can go in for a day or two and get the job done for them and then return to the exterior job when the weather clears.

Unfortunately, sometimes the job is a little bigger and depending on what area of the home is being worked on, it might be necessary to stay and complete that, so the family has usable function of the home again as soon as possible. This is definitely an area where clients can get upset. It is totally understandable, and we really wish there was a way to avoid this from happening. So far in all our years working though the best thing we have found is to openly communicate with everyone involved regarding why there is a delay, when you expect to get back, how they can reach you in the meantime, and if anything changes that at all to get in touch with them immediately.

Delays can also happen when a project just flat out takes longer than anticipated. We all run into unexpected things in the course of our daily lives – traffic nightmares, a delivery that arrives late, a product that is out of stock longer than expected, a cold or flu that keeps us at home or slows us down, and these are just some of the things that can affect a job running smoothly. Add to these things trade-related monkey wrenches like wood rot, water seep, material coverage, or even the occasional underestimation of how challenging a certain aspect would actually be, and it is not hard to see how you could run into over-time. We try to allow for some of these things when estimating a project, but it's impossible to cover everything. There can also be changes at the request of the owner – a different color, additional work added on, a change or tweak to the scope of work. It is normally necessary to address these changes immediately for the job to continue flowing smoothly, but it can be a judgment call when you have another project to get to. Again, we have found the most important factor to be communicating with our customers. Most people will do their best to work with you when they are treated with respect and kept informed of what is going on. And if something is just a mistake than it's okay to say that too. We are all human and pretending to be perfect seems kind of pointless.

As for contractors who don't follow-up, don't stay in touch or return phone calls or emails, and just generally leave people in the dark, there are no excuses for this. Some people may prefer avoidance in uncomfortable situations but eventually you have to face people and tell them what is happening. It seems to me it's better practice to do this sooner than later. We have all heard horror stories about companies leaving a job half-way finished and never being heard from again. We definitely don't condone this practice but feel these really are more the exception than the rule. But we can likely all agree that anyone who does this doesn't deserve to be in business. It is really important to vet your contractor by getting & checking references, and really asking how they treat their customers ahead of time. A small investment of time in the beginning can save a lot of headaches in the future.

THANK YOU FOR THE REFERRALS!

Much of the work at TP&C comes from satisfied customers telling friends and family about us. Our recently reinstated customer referral program works like this: When you refer someone to us and it turns into a job, at the end of that job we will thank you with a \$100 gift card for your favorite restaurant/retail establishment, donation to your favorite charity, or discount on future work! Your choice!~

This month we would like to extend our thanks to Yardley Jenkins. Scott & Yardley have been valued customers for a very long time. Recently we gave Yardley's name along with two others as referrals to a potential new customer. After speaking with Yardley, they didn't feel the need to even make the other calls. She gave us such a glowing review they awarded us a large project based on her recommendation alone!

Thanks for having the kind of faith in our work that allows you to speak so highly of us and to everyone for when you feel comfortable giving our name to a good neighbor or friends/family members! We won't let you down!

Hello & Welcome to
Our Newest Customers!

We ♥ Our
Customers

We would like to extend a warm welcome to our newest customers & welcome back to anyone we haven't seen in a while: Chuck & Honey Barnett, Brad & Dee Dee Francis, Nora Infante & Jim Papada, Susan Jeffries, Paul & Maria Herrira King, Brett O'Bara, and Phil & Margo Sullivan.

Thank you for putting your trust in our company and giving us the opportunity to prove our worth to you as we help you make improvements to your homes & businesses. Our goal is to make you "repeat for life" customers, so please let us know how we're doing!!

LATE FALL/EARLY WINTER SPECIAL OFFERS:

-Complimentary Gutter Cleaning with any Interior Painting/Carpentry Project.

-Free 1 Hour Color Consultation on any project over \$2,500.
Offers not to be combined.

Project Completion Not to Extend Past 2/15/20,

PLEASE MENTION COUPON WHEN SCHEDULING YOUR
FREE ESTIMATE. CALL TIM AT 610-220-0980
or Send Email to: tim@taylorpaintingco.com



Customer Spotlight:

KATE ALLISON & JACK EARLE!!!



A big shout-out here to our new customers Kate Allison & Jack Earle. Kate & Jack recognized and appreciated the high quality of craftsmanship we try to provide whether we are performing interior painting services or exterior painting services – as well as carpentry repairs. We understand that the cost of a professional painting project or restoration and renovation project of any kind is almost always a huge factor in determining who is chosen to do the work. We know we are not usually the lower bidders on the jobs for those getting more than one estimate. Many of you know we often repeat that will likely be the case. But we take pride in our work and care about building relationships with our customers. For those of you, like Kate & Jack, who decide to make the investment and hire us, we hope you find the customer service and quality of the work and materials to always meet or exceed your high standards and expectations. And Kate, we really appreciate the great on-line review you left on our behalf!!