

My BBB Accreditation Works for ME!



**Hart's Laundry and Dry
Cleaning**
777 North Broadway
Lexington, KY 40508

(859) 259-0426

www.hartsdrycleaning.com

**BBB Accredited since November
1974**

Hart's General Manager Ed Dunn and Owner Harriet Collier

Harriet Collier, owner of Hart's Laundry and Dry Cleaning, is proud to be a long-time BBB Accredited Business. She says her husband, Jon, who died in 2006, decided to join the BBB over 30 years ago when he took over from his father-in-law. "And the purpose of Hart's mirrors that of the BBB," she says, "to provide the best service to our customers."

Ethics is always a part of the business, Collier says, exemplified in part through their BBB Accreditation. "Jon always felt that you should do what's right because it is right....not because someone is watching."

Collier says that many people may not know that her father, who founded the company in 1952, was a bit of a pioneer of the "one day laundry service." Her father was a second generation launderer who previously had provided laundry service for Berea College. "He started the business here in Lexington because he wanted to do a better job than the standard being offered at the time by other laundries, which was two-week service. Mr. Hart wanted to offer same-day service instead." The first name used by Hart's was "Hart's 6th Hour Laundry and Dry Cleaning."

Since then the business has blossomed to nine locations. The main plant is located at 777 North Broadway in Lexington, with an additional plant at 604 South Broadway added in 1984.

Being able to check directly with the BBB on potential vendors and solicitations from businesses and possible scams is helpful, says Collier. "It's been such a help to be able to pick up the phone and have a person at the BBB to answer my question," she says. All BBB Accredited Business have the benefit of receiving instant personalized service by calling the Accredited Business Hotline at (859) 259-1565.

Collier also enjoys being able to take advantage of the BBB's dispute resolution program when a customer complaint arises. "When we have been able to provide supporting evidence in response to a customer complaint that clearly outlined what happened, the BBB

has always supported us in that," she says. She believes that the BBB being involved in the process of resolving a customer dispute helps to add credibility to the process.

Hart's Laundry and Dry Cleaning is committed to supporting the community in a variety of ways, not only through their support of the BBB. Hart's is in its 19th year of sponsoring the Hart's Coat Crusade, where they collect unused coats, clean them and distribute them to the less fortunate. That was Jon's idea, Collier said. Collier also gives back to the community by recycling metal hangers. In return for the Lexington-Fayette Urban County Government finding ways to recycle those, Collier writes a check for a half cent per hanger to the Parks department to help plant trees.

Collier says, "We're operating on a very bottom-up supportive leadership plan where we appreciate and recognize how wonderful our work force is. We are doing anything we can to help them do their job, whether it's me on a ladder or General Manager Ed Dunn behind a machine that may need repairing. Our job is to help them in the excellent job they are doing."

Collier sums up ethics like this: "Live it....and set the example."

* * * * *

Do *you* have a story to share about how BBB accreditation works for your business? Tell us about it.

Perhaps our dispute resolution services solved a problem you had with a "something for nothing" customer. Maybe some research our BBB staff provided helped you avoid doing business with a fraudulent vendor. Did your ability to advertise your BBB Accreditation help you attract a customer who chose to use your business over a non-accredited business? Whatever your story is, let us know about it! You might be featured in our newsletter and on our website!

Just email your experience to **memberbbb@lexbbb.com**, or **fax it to (859) 259-1639**, mail it to **1460 Newtown Pike, Lexington, KY 40511**. Address your statement or email to "BBB Accreditation Works for ME!" Please include your name, your company name, address, phone number and email address.