

MANATEE
CHAMBER OF COMMERCE



DIRECTORY 2009

Your official GUIDE TO BETTER BUSINESS

Featuring local businesses dedicated to building and maintaining good customer relations



Accountants
Air Conditioning
Apartments
Appliances
Banks
Boats
Bridal Shop

Camera Store
Carpet Cleaning
Cement Contractor
Clinics
Coffee Services
Computers
Contractors

Credit Unions
Cycles
Dentists
Electrical
Disc Jockey
Employment
Fencing

Financial
Flea Market
Flooring
Florists
Framing
Funerals
Garage Doors

Glass & Mirrors
Graphic Designers
Health Care
Hearing Aids
Home Inspection
Hospitals
Insurance

Lawn care
Motels & Hotels
Movers
Newspapers
Ophthalmologists
Painting Contractor
Real Estate

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A Message from the Chairman of the Better Business Council



As I complete my term as Chairperson of the Manatee Chamber's Better Business Council, I have achieved a far better understanding of the importance and influence of this Council's valuable service.

Knowing that consumer confidence is vital to the success of our local business community, the Council is dedicated to promoting and upholding the highest standards of business ethics.

The business members listed in this Consumer's Guide to Better Business have been reviewed by the Council and have all licensing and insurance requirements in current, proper order. In addition, each owner has formally agreed (in writing) to adhere to the Council's strict Code of Ethics and has pledged to make every effort at working with the Better Business Manager to resolve any conflicts if and when they should arise in the normal course of doing business.

I encourage all area businesses to join our Chamber and also apply for a membership in the Better Business Council. In addition, I urge all of our citizens to consider doing business with the members listed in this Guide whenever possible and to seek out businesses displaying the BBC logo.

My sincere thanks to all the members of the Council's Committee who volunteer their time and service, and, to the Better Business Council Manager, Tina West, for her help and dedication to the Council, the Chamber and to our community.

For additional information, please contact Tina West at 748-1325 or email her at: TinaW@ManateeChamber.com

Respectfully,
John Kieman
Chairman

BETTER BUSINESS COUNCIL ADVISORY COMMITTEE FOR 2009

- Gus Sokos – Demetrios' Pizza House (Chairperson)
- Phill Baker – Boyd Insurance
- Lynn Bruneau – The Bradenton Herald
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- Robert Ringler – Hughes Exterminators

The Manatee Chamber's Better Business Council wishes to thank the above volunteers for the time, talent and interest they've devoted to the Council. It would not be possible to provide this important service without the valuable support of our members.

ACCOUNTING, BOOKKEEPING AND TAX SERVICES

Cabanillas & Associates, Inc.
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1101 9th Ave. W.
Bradenton, FL 34205
Phone: (941) 750-8118

Cablsh & Gentile, CPAs, LLC
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4855 27th St. W.
Bradenton, FL 34207
Phone: (941) 756-9527
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www.cgg-cpa.com

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rstanell@cslcpa.com
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www.cpa-associates.com

Harrison, Alderman & Pilsbury CPA's
James Alderman,
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Bradenton, FL 34209
Phone: (941) 792-1220
hap@tax-cpas.com

Kerkering, Barberio & Co., PA, CPA's
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6320 Venture Dr., Ste. 203
Bradenton, FL 34202
Phone: (941) 365-4617
bjones@kbgrp.com
www.kbgrp.com

Kerkering, Barberio & Co., PA
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rlane@kbgrp.com
www.kbgrp.com

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Terry E. Rehfeldt, CPA, Shareholder
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www.rehfeldtgroupcpa.com

Shinn & Company, P.A.
Byron E. Shinn, President
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Bradenton, FL 34205
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www.cpabiz.com

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1301 9th Ave. W.
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Phone: (941) 748-8772
westfallcpa@yahoo.com

Zimmerman & Co.
Nancy L. Zimmerman, President
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Phone: (941) 753-2204
nlzimmerman@hotmail.com

ADVERTISING, MARKETING AND PUBLIC RELATIONS

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Jane Carey, Business Manager
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Phone: (941) 753-4044
jane@liftoffsc.com
www.liftoffsc.com

AIR CONDITIONING AND HEATING CONTRACTORS

Air & Energy
Stewart & Trudy Moon, Owners
3018 Avenue C
Holmes Beach, FL 34217
Phone: (941) 778-0773
trudymoon@air-energy.net
www.air-energy.net

All Seasons Cooling & Heating, Inc.
Marc Gigstad, President
6500 14th St. W. #7
Bradenton, FL 34207
Phone: (941) 739-5936
allseasons6500@msn.com
www.allseasoncooling.com

BaCarr Air Conditioning & Heating, Inc.
Robert J. Kenney, President
1917 14th St. W.
Bradenton, FL 34205
Phone: (941) 748-1111

Custom Air Inc.
Stephen V. Heinz, Service Agreement Manager
6384 Tower Ln.
Sarasota, FL 34240
Phone: (941) 371-0833
customerservice@customairinc.com
www.customairinc.com

Ernie Adams Cooling & Heating dba Adams Cooling & Heating
Rory Adams, President
7130 225th St. East
Bradenton, FL 34202
Phone: (941) 322-8999

Gartman's Air Care, Inc.
Michael Gartman, Owner
502B 39th St. W.
Bradenton, FL 34205
Phone: (941) 748-9777
msgart@aol.com

Kaiser Brothers Heating & Air Conditioning, Inc. (#CAC024391)
Wesley G. Kaiser, President
2929 9th St. W.
Bradenton, FL 34205
Phone: (941) 749-5672
wes@kaiser-bros.com
www.kaiser-bros.com

Continues on page 4

Larry Pearson A/C & Heating, Inc.
Larry Pearson, Owner
1625 Manatee Ave. E.
Bradenton, FL 34208
Phone: (941) 755-7122
www.lpacair.com

Manatee Air Heating & Cooling
Lisa Kelly, Vice President
5819 21st St. E.
Bradenton, FL 34203
Phone: (941) 758-2323
info@manateeair.com
www.manateeair.com

Montgomery Air Conditioning
Deana Montgomery, DVPS
7621 15th St. E., #1E
Sarasota, FL 34243
Phone: (941) 747-6265
montgomeryacheat@aol.com

Southern Comfort Heating & Cooling, Inc.
Rick Allard, President
410 22nd St. E.
Bradenton, FL 34208
Phone: (941) 747-3096
rick@schc.biz
www.schc.biz
See ad on page 18

AIR TRANSPORTATION AND SERVICES

Volo Aviation
Marty Kretchman, General Manager
1234 Clyde Jones Rd.
Sarasota, FL 34243
Phone: (941) 355-8100
mkretchman@voloviaion.com
www.voloviaion.com

ALTERATIONS

Magic Scissors Alterations
Caelina Lima, Owner
1123 53rd Ave. W.
Bradenton, FL 34207
Phone: (941) 751-6011

APARTMENTS AND CONDOMINIUMS

Carlton Arms of Bradenton
Tammy Walker, Manager
5200 Riverfront Dr.
Bradenton, FL 34208
Phone: (941) 745-2525
info@carltonarmsofbradenton.com

The Yacht Club at Heritage Harbour
Kate Mansfield, Property Manager
6510 Anchor Loop
Bradenton, FL 34212
Phone: (941) 744-1340
kmansfield@bainbridgere.com
www.lweyachtclub.com

APPLIANCES

DeSears Appliance & Home Entertainment
John C. Rice,
1201 10th St. E.
Palmetto, FL 34221
Phone: (941) 721-8336
www.desears.com

DeSears Appliance & Home Entertainment
John C. Rice,
6430 14th St. W.
Bradenton, FL 34207
Phone: (941) 751-7525
www.desears.com

APPRAISAL SERVICES

Keller Williams of Greater Manatee
Pat Staebler, Owner
409 Petrel Trail
Bradenton, FL 34212
Phone: (941) 778-2469
pstaebler@usappraiser.org
www.usappraiser.org

Palma Sola Appraisal and Sales
Ina Baden, President
1210 99th St. NW
Bradenton, FL 34209
Phone: (941) 792-8401
palmasolasales@aol.com

Realty Appraisal Services of Southwest Florida Inc.
Gerald O. Russell, President
922 14th St. W.
Bradenton, FL 34205
Phone: (941) 747-6655
rasswfl@tampabay.rr.com
www.RealtyAppraisalServices.com

ARCHITECTURAL, ENGINEERING AND DESIGN SERVICES

Fawley Bryant Architects, Inc.
Richard Fawley, President
1001 Manatee Ave. W.
Bradenton, FL 34205
Phone: (941) 750-0009
mail@fawley-bryant.com
FAWLEY-BRYANT.com

Forney Engineering Inc.
Ronald Forney, P.E., President
5213 Fourth Ave. Cir. E.
Bradenton, FL 34208
Phone: (941) 748-5884
info@forneyengineering.com
www.forneyengineering.com

Lombardo, Foley & Kolarik, Inc
Robert J. Lombardo, P.E., President
825 4th St. W.
Palmetto, FL 34221
Phone: (941) 722-4561
lomfole@lfk-inc.com
www.lfk-inc.com

Mathur & Gerdes, Inc.
Raj Mathur, Principal
5265 Office Park Blvd., #101
Bradenton, FL 34203
Phone: (941) 727-3706
raj@mathurgerdes.com
www.mathurgerdes.com

ZNS Engineering, LC
Len Najjar, President
201 5th Ave. Dr. E.
Bradenton, FL 34208
Phone: (941) 748-8080
zns@znseng.com
www.znseng.com

ASPHALT AND PAVING CONTRACTORS

Oneco Concrete & Asphalt, Inc.
Pam Jeffers, President
3141 27th St. E.
Bradenton, FL 34203
Phone: (941) 744-9417

ASSISTED LIVING FACILITIES

Bradenton Oaks
Tad Dailey, Dir. of Community Relations
1015 / 1029 7th Ave. E.
Bradenton, FL 34208
Phone: (941) 746-8108
tad.dailey@junipercommunities.com
www.junipercommunities.com

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What is the Manatee Chamber of Commerce Better Business Council?

The Better Business Council (BBC) is a committee of the Membership Development and Services Division of the Manatee Chamber of Commerce.



Businesses wishing to become members of the BBC agree to certain terms and conditions including clarification and confirmation of required licensing and proper insurance. In addition, they must agree to respond to formal complaints filed through the Better Business Council and make every effort to resolve conflicts in a reasonable, prompt manner outlined by the BBC.

Understanding that complaints can arise in the normal course of doing business, and that it can be difficult, at times, to resolve the issues, the BBC attempts to act as a mediator so that both parties are, hopefully, satisfied. It has been our experience that, in most cases, they are.

Most area businesses are operated by hard working men and women who care about their customers and are dedicated to building and maintaining good relationships. For this reason, they made the decision to indicate their commitment and applied for membership in the BBC.

Consumers are encouraged to contact the Chamber's Better Business Council for information regarding reliability reports on our members, as well as, scams, charitable solicitations and more. There are no charges to consumers for this public service.

If you own a business and would like more information regarding BBC membership or would like to inquire about a business or need assistance, please call Tina West, Manager, at 748-1325 or email tinaw@manateechamber.com.

If you'd like more information about becoming a member of the Better Business Council, call 748-1325.



Manatee Chamber of Commerce
222 10th St. W. Bradenton, FL 34205
4215 Concept Ct., Lakewood Ranch, FL 34211

ATHLETIC RETAILERS

Champs Sports

Rebecca Kreitsek, V.P., Human Resources
311 Manatee Ave. W.
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Phone: (941) 748-0577
www.champssports.com

On A Shoestring, Inc.

Sharon Litschauer, President
3633 Cortez Rd. W., Unit A4
Bradenton, FL 34210
Phone: (941) 782-7023
sharon@onashoestringinc.com
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Czaia & Gallagher, P.A.

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4420 5th St. W.
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info@hurtyaccident.com
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Kallins, Little, Delgado & Opstal

Melton H. Little, Partner
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Palmetto, FL 34221
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mlittle@kallinsandlittle.com
kallinsandlittle.com

Kirk-Pinkerton

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1301 6th Ave. W., Ste. 401
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edmulock@mtg-law.com
www.mtg-law.com

Porges, Hamlin, Knowles, Prouty, Thompson & Najmy, PA

Stephen Thompson, Attorney
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www.phkplaw.com

Schofield & Spencer, P.A.

P. Allen Schofield, Attorney at Law
1429 60th Ave. W., #300
Bradenton, FL 34207
Phone: (941) 755-2674

AUTO COLLISION AND PAINTING

Burke's Auto Body, LLC

Kevin Rich, Owner
2223 9th St. W.
Bradenton, FL 34205
Phone: (941) 746-7005
burkesautobody@verizon.net

Carstar Collision Care - Manatee

Doug Kerschner, Area General Manager
4315 53rd Ave. E.
Bradenton, FL 34203
Phone: (941) 752-4626
doug.kerschner@carstarswo.com
www.carstar.com

Carstar Collision Care - Palmetto

Doug Kerschner, Area General Manager
2200 US Hwy. 301 N.
Palmetto, FL 34221
Phone: (941) 729-2277
doug.kerschner@carstarswo.com
www.carstar.com

AUTO CUSTOMIZING AND SIGNS

Auto Trim Design of Suncoast, Inc.

Bill Davis, President
6718 14th St. W.
Bradenton, FL 34207
Phone: (941) 753-3172
bill@atdsuncoast.com
www.atdsuncoast.com

AUTOMOBILE DEALERS

Alex Karras Lincoln Mercury

Alex Karras, Owner/President
6760 14th St. W.
Bradenton, FL 34207
Phone: (941) 756-4004
akarraslm@aol.com
www.alexkarraslm.com

AutoWay Ford

Todd Hoskins, General Manager
3400 14th St. W.
Bradenton, FL 34205
Phone: (941) 747-4411
hoskinst1@autonation.com
www.autoway.com

Ben Shives Truck Super Center

Ben Shives, Owner
2000 9th St. W.
Bradenton, FL 34205
Phone: (941) 714-0300
sales@realtrucks.net
www.realtrucks.net

Cortez Motors

Jim Powell, Owner
4004 Cortez Rd. W.
Bradenton, FL 34210
Phone: (941) 755-2222
cortez.motors@verizon.net
www.cortezmotors.net

Cox Chevrolet

Steve Cox,
2900 Cortez Rd. W.
Bradenton, FL 34207
Phone: (941) 756-0621
scox@coxauto.com
www.CoxAuto.com

Firkins Chrysler Jeep Suzuki Mitsubishi

William Saba, VP & General Manager
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Phone: (941) 748-6510
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www.firkins.com

Continues on page 6

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(941) 751-0833 (FAX)



NP9978

Handling a Complaint

Fortunately, most business transactions are handled professionally and without incident. On rare occasions, however, consumers can be disappointed with a company's product or service and feel the need to complain. For businesses located in the Manatee County area, the Chamber's Better Business Council offers the following advice:

First, attempt to resolve the issue directly with the business. Often, they are not aware of your dissatisfaction and are eager to work with you to resolve the issue.

If efforts to reach a mutually satisfactory solution fail, consumers can contact the Chamber's Better Business Council (BBC) to receive a "Consumer Experience Report." The report can also be downloaded from the Chamber's website at www.manateechamber.com. For businesses located outside of our area, please contact the Better Business Bureau of West Florida at 800-525-1447 or www.bbbwestflorida.org.

When the BBC receives a completed Report Form, it will be forwarded to the business involved. Please note that the BBC does not take either side in a dispute but works to facilitate communication between the company and the consumer, hopefully resulting in a satisfactory resolution.

In most cases, this process is successful and all concerned are grateful for the positive result.

In those rare instances where a reasonable solution cannot be obtained, the Better Business Council will advise both parties of their option to contact a professional mediator.

For information regarding the BBC

please contact Tina West
at (941) 748-1325 or email to:
TinaW@manateechamber.com.

Our office is located in the
Chamber's downtown
Bradenton office at
222 10th St. W., Bradenton,
FL 34205.



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information today!

941-748-7704

**604 13th Avenue East
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www.tropicanaacu.com**



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"Building valued relationships by
delivering trusted solutions."



NP09782

Firkins Nissan
William Saba, General Manager
1611 Cortez Rd. W.
Bradenton, FL 34207
Phone: (941) 755-1571
www.firkins.com

Gettel Toyota
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Phone: (941) 756-5511
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Honda Cars of Bradenton
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Daniel White, Service Manager
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Fighting Back Against Identity Theft

Identity theft is a serious crime. It occurs when your personal information is stolen and used without your knowledge to commit fraud or other crimes. Identity theft can cost you time and money. It can destroy your credit and ruin your good name. It is also the fastest rising "white-collar" crime in the United States.

First Signs of Identity Theft:

- Bills that do not arrive as expected
- Unexpected credit cards or account statements
- Denials of credit for no apparent reason
- Calls or letters about purchases you did not make

It's Your Identity – Keep it safe

- **Shred** financial documents and paperwork with personal information before you discard them. Mail payments or bills from post office collection boxes.
- **What's in YOUR wallet?** Never carry social security card in your wallet, and carry as few credit & debit cards as possible. Keep a photocopy (front & back) of all your Credit Cards, Licenses, Passports, & IDs in a secure place.
- Don't give out **personal information** on the phone, through the mail, or over the Internet unless you are sure whom you are dealing with. Never click on links sent in unsolicited emails.
- Use **passwords** on all your accounts. Avoid picking obvious passwords such as a birth date, mother's maiden name or last four digits of your Social Security number.
- Order a copy of your **credit report** at least once a year. It's FREE, it's SMART, JUST DO IT... Visit <http://www.AnnualCreditReport.com> or call 1-877-322-8228, a service created by the three credit bureaus, to order your free credit reports each year. You can also write: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

Defend Against ID Theft As Soon As You Suspect It

- **Place a "Fraud Alert"** on your credit reports, and review the reports carefully. The alert tells creditors to follow certain procedures before they open new accounts in your name or make changes to your existing accounts. The three nationwide consumer reporting companies have toll-free numbers for placing an initial 90-day fraud alert; a call to one company is sufficient:
 - **Equifax:** 1-800-525-6285
 - **Experian:** 1-888-EXPERIAN (397-3742)
 - **TransUnion:** 1-800-680-7289
- **Close** any accounts that have been tampered with or established fraudulently.
- Call the security or fraud departments of each company where an account was opened or changed without your okay. Follow up in writing, with copies of supporting documents.
- Use the ID Theft Affidavit at ftc.gov/idtheft to support your written statement.
- Ask for verification that the disputed account has been closed and the fraudulent debts discharged.
- Keep copies of documents and records of your conversations about the theft.
- File a Police report to help you with creditors who may want proof of the crime.
- Report the theft to the **Federal Trade Commission**. Your report helps law enforcement officials across the country in their investigations.
 - Online: ftc.gov/idtheft
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 Phone: (941) 755-1595
 blythe@wymanplumbinginc.com
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By hiring a licensed contractor, you will have peace of mind knowing that the project will be done by someone who has taken the time to acquire the appropriate education and the proper workers' compensation and/or liability insurance and who possesses the necessary experience.

It is extremely important to be cautious when contracting for home improvements and repairs. Educate yourself, become an informed consumer, and protect yourself from dishonest persons who will use your misfortune to their advantage.

- Unlicensed contractors often target the uninformed and inexperienced, as well as the elderly.
- They solicit door-to-door, frequently traveling in unmarked trucks and vans.
- They give a post office box address instead of a street address.
- They convince you to obtain the necessary building permits.

Choosing a Contractor

- Before you hire a contractor, ask to see a state-issued license.
- An occupational license does not qualify an individual to act as a contractor.
- Ask for references. A legitimate contractor will be happy to provide you with the names and contact information of recent customers.
- Get a written estimate from several licensed contractors. Make sure the estimate includes the work the contractor will do, the material involved, the completion date, and total cost.
- Beware of contractors who claim to be the fastest or the cheapest. Hiring them could result in poor workmanship, inferior materials or unfinished jobs.
- Contact your insurance agent first to verify if your insurance covers the repairs before you sign a contract. Know the steps to file a claim. You do not have to tell the contractor how much your insurance company will pay for repairs, but if you do, get the contractor's estimate first.
- A contractor must have a license from DBPR to perform roofing repairs or replacements, structural additions, air conditioning repair or replacement, plumbing work, electrical and/or alarm work. These jobs typically require a permit. Be sure to check with your local building department regarding permit requirements for all of your projects.
- DBPR does not license or have jurisdiction over concrete contractors, painters, drywall contractors, cabinetmakers, tile installers, or anyone doing minor repairs. Check with your local building department regarding licensure requirements for these trades.

Signing a Contract be certain your contract includes:

- The contractor's name, street address, telephone number and state license number.
- A precise description of work to be completed, including a draw schedule and list of materials.
- Completion date, including cleanup after the work is finished.
- Warranty agreements, including length, terms and recourse.
- A notice of consumer's rights under the Florida Homeowners' Construction Recovery Fund for contracts involving general, residential and building contractors.
- Read your contract carefully and personally fill in any blank spaces. Consider having an attorney review the contract. If you do not have an attorney, the Florida Bar offers a lawyer referral service.

Some Helpful Tips:

- Avoid paying cash.
- Avoid any contractor who requires full payment in advance. Arrange to pay after the contractor completes the work or in agreed-upon installments.
- Don't sign off that work is completed until all work is finished according to your contract, and the contractor has cleared all permits with final inspection approval from the building department.
- If your contract exceeds \$2500, become familiar with the Florida Construction Lien Law.
- Most jobs require permits. Always check with your local building department regarding permits needed for your project.

To verify a contractor's license, or to file a complaint against a contractor, call 1.850.487.1395 or go to the Department's website: www.MyFloridaLicense.com. Report Unlicensed Activity Toll-Free at: 1.866.532.1440

Information provided by the Florida Department of Business & Professional Regulation

Continued from page 19

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www.roysrestaurant.com

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jrogers@chilesgroup.com
www.groupersandwich.com

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Continues on page 21

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1.800.HELPNOW (1.800.435.7669)

Attorney General's Price Gouging Hotline:
1.800.646.0444

Department of Agriculture & Consumer Services
Consumer Tips for Natural Disasters
1-800-HELPLFLA (1.800.435.7352)

Department of Elder Affairs:
1.800.96.ELDER (1.800.963.5337)

Department of Financial Services Insurance Claims Hotline:
1.800.22.STORM (1.800.227.8676)

The Florida Bar (Lawyer Referral Service)
1.800.342.8011

Florida Emergency Information Line
24-hour Hotline (FEIL):
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carole@dieterssod.com
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Sarasota, FL 34237
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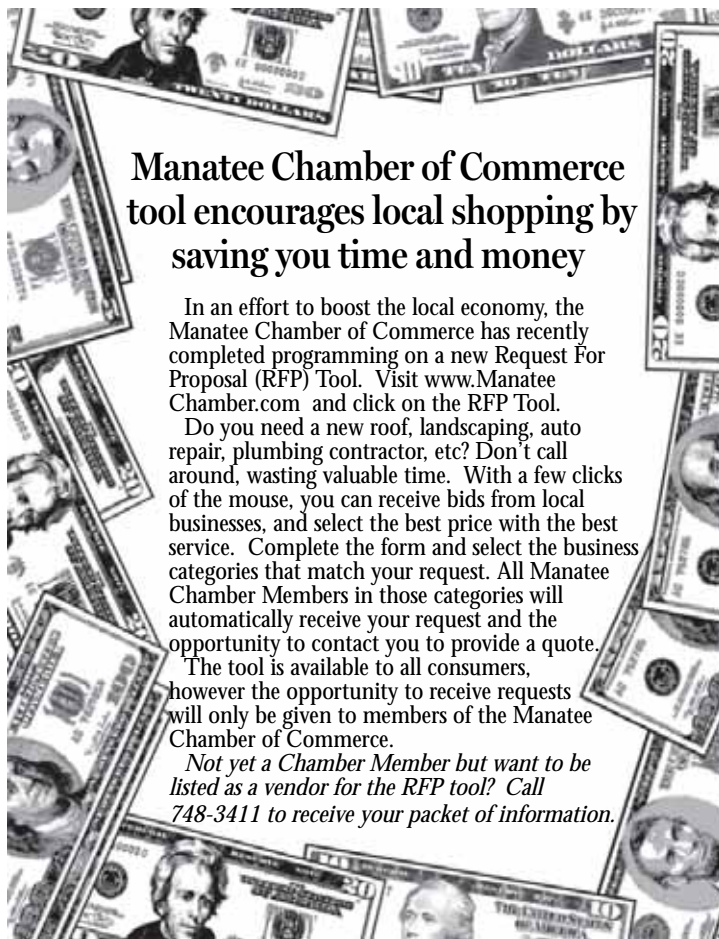
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www.nationalwindowco.com

Shutter-vue, Inc.

Charles K. Edwards, President / CEO
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Bradenton, FL 34210
Phone: (941) 745-2363
www.shuttervue.com



Manatee Chamber of Commerce tool encourages local shopping by saving you time and money

In an effort to boost the local economy, the Manatee Chamber of Commerce has recently completed programming on a new Request For Proposal (RFP) Tool. Visit www.ManateeChamber.com and click on the RFP Tool.

Do you need a new roof, landscaping, auto repair, plumbing contractor, etc? Don't call around, wasting valuable time. With a few clicks of the mouse, you can receive bids from local businesses, and select the best price with the best service. Complete the form and select the business categories that match your request. All Manatee Chamber Members in those categories will automatically receive your request and the opportunity to contact you to provide a quote.

The tool is available to all consumers, however the opportunity to receive requests will only be given to members of the Manatee Chamber of Commerce.

Not yet a Chamber Member but want to be listed as a vendor for the RFP tool? Call 748-3411 to receive your packet of information.

Helpful Numbers

Division of Consumer Services

1-800-HELPLFLA (435-7352) • www.800helpfla.com

Department of Business & Professional Regulation

1-850-487-1395 • www.myfloridalicense.com

Attorney General of Florida

1-850-414-3300 • www.myfloridalegal.com

Federal Trade Commission

1-877-382-4357 • www.ftc.gov

National Fraud Information Center

1-800-876-7060 • www.fraud.org

Ask check out these web sites to protect yourself while traveling on the Internet Highway
Consumer Reports Online educates consumers on how to shop on the world wide web at
www.consumerreports.org/index.html

Scambusters identifies current Internet scams and educates you on how to avoid getting taken by them at
www.scambusters.com

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