

# Homeowners have At Your Service Solutions as a resource for repairs

By **JILL JEDLOWSKI**

*Daily Herald Staff Writer*

Posted Friday, March 02, 2007

Julie Rasem says her club of sorts includes only the most elite — the best in the business.

As owner of At Your Service Solutions, she has carefully assembled a network of skilled, pre-screened home professionals. The members are hand-picked after a rigorous process of interviewing and referral-checking.

The business, which operates out of her Naperville home, began in August 2005 and recently expanded to cover all of DuPage County. It connects customers to professionals such as painters, plumbers, electricians, floor refinishing experts and more.

Rasem makes her money when, after a job is completed, the contractor pays her a commission. She also follows up with clients to ensure jobs meet their satisfaction.

At Your Service's referrals are free to clients; contractors also do not pay to be part of the list.

Professional members are invited to join the network, and they are required to maintain strict standards, Rasem said. All are licensed, bonded and/or insured (when applicable).

They also must be in business for more than three years to be part of the service. This, Rasem says, helps avoid fly-by-night operations.

In addition, the contractors must be able to secure positive customer references and have clean records with the Better Business Bureau and/or the Office of Consumer Affairs.

The idea came about after Rasem moved to a new house and saw first-hand the rigors of what it took to have her basement redone.

The beauty of the service, Rasem says, is that it saves time and cuts the hassles of poring over the phone book.

"We have done all the legwork, which reduces incidents of getting ripped off or incidents of fraud," she said.

Currently, the network includes 42 contractors.

For more information, check out [atyourservicesolutions.com](http://atyourservicesolutions.com) or call (630) 961-3753.