



PHYLLIS HEILMAN,  
MR. HANDYMAN  
OF GREATER  
LAKE NORMAN



FROM TRAGEDY TO TRIUMPH...

a lake norman woman's  
*journey*  
OF FAITH AND HOPE

FOR PHYLLIS HEILMAN, local franchise owner, life has given her more than the normal dose of challenges. She was the oldest of five children and was only 16 years old when her mother died. She is a cancer survivor, and her son lost vision in one eye after a serious car accident.

"When my mother died, it was very difficult," she said, "especially being the oldest. Our youngest sister turned five a few months after our mother died so, in some ways, I feel like a mom and a sister to her. But through all the pain that has happened over the years, we always remained happy and healthy and had our faith in God."

Phyllis grew up in Ohio and attended Transylvania University in Kentucky. She received her degree with a double major in math education and business administration. "After we were married, I taught for six years at a middle school in South Carolina," she recalled, "then worked at home eight years after the birth of our two sons, Eric and Kurt."

When she and husband, DC, decided to purchase their franchise, Mr. Handyman, economic times were hard, but they persevered. "It was a tough decision to make but one we believed in," Phyllis continued. "Sometimes you have to just go ahead and move forward. If you have done the research and weighed all the options, make your best decision and move on. People are always saying if you wait until things are perfect to have a baby, then you will never have one. I think beginning our business was like having a baby ... we wanted one; we read all the books; we were scared to death, but we moved forward and are doing our best to do it right for ourselves and our customers."

With all the tragedy and triumph in her life, Phyllis and family have kept a strong faith. "I believe God is always preparing us for the next door he will open," she said. "It would have been very easy to give in to fear and depression, but I have been strengthened by my faith. Plus, my family, friends, and church have been so supportive every step of the way. It has been wonderful to know that I have not ever been alone in this fight."



Phyllis and her husband are enjoying this phase of their lives and are very happy to have acquired a Mr. Handyman franchise. "DC has always loved home maintenance and repair projects and has a great deal of skill and knowledge from years of experience," she added. "It has been a perfect match of our individual talents, which complement each other very well. It's gratifying to have customers who are so pleased with our service ... we are truly blessed!"

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By: Leslie Ogle Photography By: Chelsea Bren