

## Local carpet, upholstery cleaners keep Florence in 'tip-top shape'

Jo Hines really likes to keep things clean. Hines has been working with Florence area residents and businesses to keep their properties in tip-top shape since she purchased Florence Janitorial Services nearly 30 years ago.

"I bought Florence Janitorial Services from Neil Tompkins in 1989, and Neil's Carpet & Upholstery Cleaning from him in 1990. These are both family owned businesses providing jobs for local people since that time," Hines said. "Two employees are family members besides myself and my husband Bill repairs equipment for the businesses and maintains the vehicles."

The process of cleaning the many different types of furniture materials and floor surfaces available to consumers these days makes the knowledge and experience the employees at Hine's businesses have more valuable than ever.

They offer a complete array of services for janitorial support and they utilize the latest techniques and equipment for cleaning all types of carpets and furniture.

"Our services include steam and dry cleaning for carpets, steam only for upholstery. We also clean area rugs and runners on site. Carpet manufacturers recommend steam extraction cleaning at least once per year, since dry cleaning does not extract anything," Hines said.

She also wants potential customers to know there are major differences in the methods used to clean things, some work well and others do not.

"Some home cleaning products remove color from carpet and upholstery fibers, professional cleaning does not. Additionally, we steam clean upholstery that does not have any precautions regarding steam cleaning," she said.

There are also a few miscon-

ceptions that Hine's would like to clear up for people considering professional help with their cleaning needs.

"Steam cleaning does NOT shrink carpets, in part because most carpet is made of man-made materials, but also because the fibers are mounted in a fixed backing.

Extraction removes pet fur, sand, and in most cases, oils."

Neil's Carpet and Upholstery Cleaning has recently purchased new cleaning equipment and a new truck.

Hines feels these additions to the company toolbox will allow the busy family business to accommodate more customers, with the latest technology, ensuring the proper technique is always used when taking on a new cleaning situation.

For more information on Florence Janitorial Services and Neil's Carpet and Upholstery Cleaning, call 541-997-3825.



Gerry and Jim of Neil's Carpet and Upholstery Cleaning with the company's new service van. MARK BRENNAN/SIUSLAW NEWS

## Better Business Bureau study shows how fake check scams snag consumers

A recent in-depth study by Better Business Bureau (BBB) finds that, while consumers may write fewer checks in this era of electronic financial transactions, fake check scams are on the rise.

Fake checks are used in a variety of frauds, from employment scams to prize and sweepstakes fraud. In all cases, victims deposit the check and send money back to scammers.

BBB warns consumers to be on guard against these serious and pervasive frauds and their perpetrators.

The investigative study — "Don't Cash That Check: Better Business Bureau Study Shows How Fake Check Scams Bait Consumers" — looks at how fake checks dupe consumers. It digs into the scope of the prob-

lem, who is behind it, and the need for law enforcement and consumer education to address the issue. Read the complete report at [www.bbb.org/en/us](http://www.bbb.org/en/us).

Scammers often succeed because consumers don't realize:

- Crediting a bank account does not mean the cashed check is valid. Federal banking rules require that when someone deposits a check into an account, the bank must make the funds available right away — within a day or two.

Even when a check is credited to an account, it does not mean the check is good. A week or so later, if the check bounces, the bank will want the money back. Consumers, not the fraudsters, will be on the hook for the funds.

- Cashier's checks and postal

money orders can be forged. A cashier's check is a check guaranteed by a bank, drawn on the bank's own funds and signed by a cashier.

If a person deposits a cashier's check, the person's bank must credit the account by the next day. The same holds true for postal money orders. Scammers use cashier's checks and postal money orders because many people don't realize they can be forged.

Fake check fraud is a huge problem, with complaints to regulatory agencies and consumer watchdog groups doubling over the last three years.

Frauds employing fake checks is rapidly growing and costing billions of dollars.

Fake checks were involved in seven percent of all complaints

filed with BBB's Scam Tracker. The number of complaints received by the Federal Trade Commission's Consumer Sentinel database and the Internet Fraud Complaint Center more than doubled between 2014 and 2017.

Based on complaint data trends, the study suggests that there may be over 500,000 victims of counterfeit checks in 2017.

The study found the fraud affects victims of all ages and income levels, but consumers between 20-29 reported being victimized by the scam more than consumers of any other age range.

The National Consumers League, which also receives complaints from fraud victims at [www.fraud.org](http://www.fraud.org), found that

fake checks complaints in 2017 were up 12 percent and was the second most common type of complaint over all, after online order issues.

Nigerian gangs appear to be behind most of this fraud, often using romance fraud victims and other "money mules" to receive money from victims. Many fake checks and money orders are shipped to the U.S. from Nigeria.

If you have deposited a fake check into your account:

- Notify your bank or the bank that appears to have issued the check.

- File a complaint with the BBB, Federal Trade Commission, Internet Crime Complaint Center, U.S. Postal Inspection Service, Western Union, MoneyGram, Green Dot or the Ca-

nadian Anti-Fraud Centre.

- Victims who are seniors or other vulnerable adults may be able to obtain help through Adult Protective Services, which has offices in every state and many counties. Find a local office at [www.elderjustice.gov](http://www.elderjustice.gov).

BBB is a nonprofit, business-supported organization that sets and upholds high standards for fair and honest business behavior. Most BBB services to consumers are free of charge.

BBB provides objective advice, free profiles on more than 5.3 million companies, 11,000 charity reviews, dispute resolution services, alerts and educational information on topics affecting marketplace trust.

Visit [www.bbb.org](http://www.bbb.org) for more information.

## Florence Janitorial Services



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## Vision Quest launches 'Oregon Coast Quests' today, tomorrow

Vision Quest: Live, Learn, Explore has announced its final event of 2018, a launch party for Oregon Coast Quests. Celebrations will take place on today, Sept. 29, and Sunday, Sept. 30.

Quests are fun, free-choice learning adventures that use clues and hints to encourage participants to discover the natural, cultural and historical "treasures" of place and community. Suitable for groups of all ages, self-guided Quests allow lifelong learners to explore parks, trails and other outdoor spaces in new ways and at their own pace.

Vision Quest team member Dina Pavlis said, "Quests exist in most counties along the coast, but not in West Lane County. Our team is excited about bringing these fun and engaging adventures to our community."

On Sept. 29, Oregon Coast Quest Coordinator Cait

Goodwin will present "Learn to Quest" at the Siuslaw Pioneer Museum in Historic Old Town Florence.

Participants will learn about Oregon Coast Quests, including where they are and how to participate, and receive copies of two new Quests in the Siuslaw Region courtesy of the Florence Area Chamber of Commerce.

Attendees will have a chance to win a copy of the Oregon Coast Quests Book. To accommodate all who would like to attend, Goodwin will give the presentation at 1 p.m. and 2:30 p.m. Space is limited and seating is on a first-come basis.

For directions to the museum, call 541-997-7884.

Then on Sept. 30, join the U.S. Forest Service and authors of the new Lagoon Trail Quest for a Launch Party & Campfire. Stop in at Campsite No. 3 at Waxmyrtle Camp-

ground any time between 10 a.m. and 2 p.m. to celebrate the opening of the Lagoon Trail Quest.

A campfire with no-cost s'mores and interpretive displays will be at the campsite.

Free copies of the Lagoon Trail Quest will be available. The campground is located at Siltcoos Recreation Area, south of Dunes City.

Park in public parking area and walk into campsite.

Both events are free, but a Northwest Forest Pass, Oregon Coast Passport, federal recreation pass or \$5 day-use parking fee is required within the Siltcoos Recreation Area for the Sunday event.

For more information about passes or parking, call 541-271-3611.

Vision Quest is an initiative of the Siuslaw Vision: Putting People First.

Visit [RiverCal.org](http://RiverCal.org) for more information.

## Alternative Radio's David Barsamian comes to Florence

Once again, community radio station KXCR hosts David Barsamian in Florence. Armed with years of tireless investigative journalism, he'll bring his insights and observations to the City Lights Cinemas stage on Monday, Oct. 8, at 6:30 p.m.

For 32 years, Barsamian has collaborated with world-renowned thinkers, lecturers, writers, scientists and philosophers to produce Alternative Radio, aired on more than 250 stations worldwide.

Even with his wide-ranging speaking engagements here and abroad, he is making time to come to Florence to offer discussion and perspective on

pressing world problems.

Barsamian is the winner of the Media Education Award, the ACLU's Upton Sinclair Award for independent journalism, and the Cultural Freedom Fellowship from the Lannan Foundation. He is also the recipient of the Lifetime Achievement Award from the Rocky Mountain Peace and Justice Center.

Barsamian has written books with Noam Chomsky — the latest is "Global Discontents: Conversations on the Rising Threats to Democracy" — as well as with Howard Zinn, Richard Wolff, Arundhati Roy and Edward Said.

This does not begin to describe the depth and breadth of his experience and knowledge and the eagerness with which his followers wait for his programs.

Advance tickets can be obtained at City Lights Cinemas, 1930 Highway 101 and [www.citylightscinemas.com](http://www.citylightscinemas.com), or at the KXCR FM studios on Ninth Street in Florence, across from the Siuslaw Public Library.

There will be an opportunity to support Barsamian and KXCR through donations at the door.

KXCR FM is Florence's nonprofit, all-volunteer community radio station.



Jim & Jerry

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