

Hillside Storms Back After Last Year's Derecho

Hillside is the 1st Place winner for the 2021 Readers' Choice Pool and Spa Store category. Founded in 2007, the family business offers in-ground pool construction and repair services, as well as pool water testing and chemical sales.

Hillside Pools has mostly recovered from the last August's derecho storm that destroyed its construction storage barn and imploded the front

retail store and front façade. "We are very resilient," said Owner Chris Hill, as its team with over 190 years of combined experience started the recovery process the day after the storm.

And they've been busy. All three areas of Hillside Pools—construction, retail, and service—are hitting record numbers. Homeowners are spending more time chilling in their backyard pools.

The retail side has brought in a record number of new customers, Hill said. When Hillside engages a new customer, the approach is to with the most logical solution. Occasionally, it takes more than one try. "We treat each customer's pool as if it's our own," Hill said.

There's so much interest in new pools that customers are waiting for a period of

time. "They need to plan far ahead," Hill said, with an emphasis on far.

The scarcity of chlorine tablets for pools is indicative of the nationwide parts shortage and supply chain problems, much of it related to the pandemic.

"We've had to be creative to come up with solutions for customers," she said. "Amid all of our challenges, we still tried to do everything right and make smart decisions."

Hillside also winterizes pools, shutting them down "in a manner that doesn't harm any of the lines but protects them," Hill said.

"Winning the Readers' Choice award again, this year, has boosted the confidence of our staff," Hill added. "And we are grateful to have the confidence of our customers who voted for us."



Hillside Pools, LLC
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Hours:
Monday – Friday:
10 am – 6 pm
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