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Kensington Auto Service's promise: No corners cut

By CHARLES PAULLIN
@CPAULLINNBH

BERLIN — A family-owned business that offers quality work and excellent customer service without cutting corners is Kensington Auto Service at 89 Harding St.

The shop is run by Lenny Tubbs, who started it in the 1980s, when he and his wife pooled their savings.

"I've been on my own since I was 15 years old," said Tubbs. "I learned to work on cars. That's how I was able to make it and stay in school."

With experience working at other garages before starting his own, Tubbs now offers repair work on everything from brakes to transmissions on all car makes and models.

"Customer service is a priority," Tubbs said when asked what sets his shop apart from others.

It's also the ability to stay up to date on maintenance, diagnostic and all other car repair information that is becoming more and more important to extend the life of cars while saving money by preventing major repairs, Tubbs said.

"The main thing that stays constant with us is we try and



Charles Paullin | Staff

Lenny Tubbs, owner of Kensington Auto Service,

stay on top of our information," Tubbs said. "We try and make sure our customers are educated as to what it takes to maintain their cars today."

The shop, with an eight-bay garage and several technicians, including one of his five children, combines their understanding of engine computer systems with their experience with how cars work.

Learning how self-driving vehicles are going to work,

and handling interactions with a dealer so that they do work properly are other ways the shop tries to help customers.

"If you want me to plug in a part and send you down the road, I can do that, but you're going to be back," Tubbs said.

Expanding customization for parts such as exhaust pipes and accessory installation services, such as Nerf bars, particularly for trucks and vans, are ways Tubbs is looking to grow the business.

"We don't cut corners, and we also stay up to date as best as we can," Tubbs said.

A member of the Zoning Board of Appeals and president of the Berlin Lions Club, Tubbs takes his commitment to helping others outside his business.

"We may not always be the cheapest, but I'll be damned if somebody else can stand by their service like we do," said Tubbs.

Kensington Auto Service can be found online at kensington-autoserviceltd.com, or by calling 860-829-7377.

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