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Restoration Affiliates

Connecting disaster restoration and remediation professionals across the country

Produced by Kyle Gahm and Written by Molly Shaw

estoration Affiliates (RA) is a national network of independently owned, full-service disaster restoration and cleaning companies that offer complete mitigation, remediation, reconstruction and remodeling services for commercial, industrial and multifamily property owners and insurance professionals. RA offers local resources with national coverage and is the single-source solution for all fire, water and storm-related emergencies.

RA's professionals understand that every type of accident or loss — large or small — requires a specific action plan. The nationwide RA team can quickly respond to any fire, smoke, water, mold or storm damage situation with the appropriate, customized rapid response.

Shared skills and shared vision

At 40 members strong and more than 100 locations coast to coast, RA is a national service network that stands for industry leadership, quality and value, teamwork and cooperation, trust and respect and responsiveness, among other core values. Based in St Louis, Missouri, RA's mission is to provide members with opportunities to collaborate with other high-quality restoration service providers, resulting in the highest service, communication and ethical standards in the industry.

RA's purpose as an organization is to develop a strategic network for members to share resources, relationships, and support in order to provide regional and national commercial accounts with expert service, response and value in the event of property damage or loss. RA also serves as an outlet for opportunities to refer projects, make introductions and co-market with other members in the same industry.

Membership benefits

Why do restoration professionals around the country choose to join RA every year? Membership provides a unique opportunity for independently owned specialized restoration contractors to partner with other proven industry leaders. As a result, RA members are able expand their capabilities and industry knowledge to deliver the highest-quality restoration services for their customers.

The organization provides a platform for ongoing education, research and networking. RA members are also able to leverage shared restoration skills, information and knowledge for mutual success and growth.

In terms of business development, RA offers lead generation assistance, increased market exposure and penetration, shared resources and purchasing power, as well as marketing opportunities. Members can obtain leads and referrals in a cooperative and noncompetitive environment, while securing relationships with existing accounts and a chance to get in front of some of the largest commercial accounts in main markets.

RA offers members the opportunity to grow their business contracts and quality relationships through networking. Members learn from one another, sharing resources and best practices from top industry talent.



Responding to people in need

RA's professionals are tasked with the big job of responding and working with customers in times of dire need. Whether it's catastrophic damage or a simple inconvenience, restoration and remediation pros understands that these changes are disruptive and customers want to get back to normal as fast as possible.

With a national network of leading disaster restoration companies, RA can handle any size project in multifamily, commercial or institutional properties. Restoration services include ozone decontamination, smoke and odor removal, water mitigation, contents repairs and cleaning and restorability assessments.

If reconstruction is necessary RA companies can offer any number of rebuild and repair services, including carpentry, structural repair, reroofing and installation, plaster and drywall repairs, painting, electrical and plumbing repairs and replacements, demolition, debris removal and more.

RA has extended relationships with insurance agents and adjusters in the industry, which makes the restoration process flow smoothly. RA's project managers also know how to mobilize quickly, in concert with insurance companies and claims adjusters to ensure responsive, timely communication with all parties involved in a loss.

RA also makes it a priority to explain why and how certain disaster reconstruction services and approaches need to be used, which helps customers know they are getting the best value and solution for their business.

Coast to coast, the certified technicians, experienced craftsmen and licensed professionals behind Restoration Affiliates are helping customers get back to normal in the most professional, painless way possible. •

RESTORECORE

Building trust one restoration project at a time

Produced by Kyle Gahm and Written by Tom Faunce

estoreCore is a family-owned business with roots dating back five generations. Located in King of Prussia, Pennsylvania, the company has been performing insurance disaster restoration work under the RestoreCore name since 1995. Originally founded as Michael Goldberg Contractors (MGC) in 1979, the company remained a small construction firm completing work for high-profile clients. When a hard winter hit in 1994, MGC found itself performing multiple restoration jobs for its regular clients.

"We went out to do all this repair work and didn't even realize we were doing insurance claims," says Andrew Goldberg, president of RestoreCore. "It wasn't until the insurance adjusters came to us and asked if we were interested in doing more of this type of work." RestoreCore was then incorporated as a full-service water and fire restoration company.

The right niche

The next year, Goldberg's role in the company was shifted to focus more on restoration work and the company was renamed RestoreCore. In its first year, RestoreCore tripled in volume and since then the company has continued to grow, adding offices in Philadelphia, New Jersey and Lehigh Valley.



With the father-son team running the day-to-day operations of the company, Michael has utilized his 50 years of experience in the industry as a master electrician, master plumber and master carpenter to lead RestoreCore to be known as one of the top-tier restoration service companies in the United States.

Upon entering the full-service restoration business, RestoreCore immediately identified a niche in the market. "I think one thing we did was recognize the market where insurance companies were moving toward third-party administration when it came to insurance claims," says Andrew. "We

realized that many of the property management firms we were doing work for lacked extensive training in when disaster hit so we created SecureCore."

SecureCore is a division of RestoreCore that offers online and mobile application programs that provide clients with disaster management tools, on-site disaster management and online disaster plans. RestoreCore's customized, actionable plans are built around each individual business's requirements to provide the most up-todate, accurate information where and when it is most needed.

With the understanding that preparation and planning are critical to a client's ability to recover from a loss, SecureCore helps to improve a client's preparedness by implementing a turnkey system that documents how a team should respond in the event of a disaster or emergency situation. That information including corporate policies, property information and community resources, is placed at the client's fingertips via a disruptionresistant mobile app and cloud-based software. "It's a full-service, disaster planning solution," Goldberg explains. "We take care of everything from entering corporate procedures and site-specific information, to training a client's staff and updating the plan."









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continuing partnership
with RestoreCore and
honored to share in the
recognition of such an
innovative industry leader.



A rewarding job

As a disaster restoration company, RestoreCore has the opportunity to work on a wide array of diverse projects. In 2009, the company teamed up with Disaster One to clean and restore the US Airways plane that ditched in the Hudson River, saving the lives of all 155 people on board, also known as "Miracle on the Hudson."

RestoreCore also recently completed a yearlong mold remediation project. This job included the remediation of hundreds of high-rise apartment units. "This project required multiple strategies and innovation in numerous areas in order to remediate the situation," recalls Goldberg. "It was a beautiful job and the structure ended up being repositioned into a class-A building. We were very happy with the end result."

RestoreCore prides itself in hiring the most qualified personnel to manage each office location. Every manager is certified in areas of restoration and possesses exceptional knowledge of the industry and its standards. Having the right people in place has been a factor that has helped RestoreCore weather the storm in regards to the recession. "It's very important to not only find the right people but also help them develop," shares Goldberg. "We spend a lot of time on the interview process to ensure that someone is the right fit for the job."

This process has proven to be a rewarding factor for Goldberg and his team as he finds the workforce at RestoreCore, coupled with the day-to-day challenges to be the most rewarding aspect of his job. "I just absolutely love the people that we work with," he says. "I love interacting with them and our clients. We have some of the best clients in the world as well. I love working with them to solve problems. When somebody call and has a difficult project, I like being the one to spearhead the solution."

With its four core principles of safety, quality, teamwork and professionalism laying the foundation, RestoreCore is able to achieve its ultimate goal of building its clients' trust. •



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membership with Restoration Affiliates (RA) gives the company a footprint across the United States that provides the ability to utilize hundreds of premier business associates offering the same restoration services.

Building relationships

When it comes to emergency and mitigation services, such as cleaning and drying, it is performed by the SRR team. For the reconstruction phase, the company turns to its strong network of subcontractors to support the rebuilding efforts, always with a dedicated project manager closely managing the project.

The relationships that are built with vendors and subcontractors have proven to be just as important as the trust and communication that SRR establishes with its customers. "Our subcontractors are an extension of SRR and need to share our values when it comes to customer service and quality," says Agee. "They represent us on the jobsite, so when we find a good sub, they essentially become an extension of our team and will do a lot of repeat business with them."

The communication aspect that SRR extends to its clients has been a major factor in the company's continued growth throughout the years. By using Luxor CRM, an online-hosted customer relationship management program, SRR is able to track information regarding its insurance and property management clients, such as how often they refer work to SRR, which is a method of measuring success of the company. "When we see that a client is consistently using us, then we know we are doing a good job," says Agee. "After every project is completed, we send out a customer survey to both the homeowner and property manager focusing on key areas of the project like communication, timeliness and professionalism. We're constantly looking for areas for improvement and address any issues immediately."

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Expanding services

Agee was just 20 years old when he started SRR. He knew at a young age that he wanted to start his own business. Starting at 14, he worked on boats and electronics at a local marina. "I learned a lot of good skills doing that type of work," he recalls. "I knew I wanted to start my own business and I stumbled upon a van that was already set up with a carpet cleaning machine. I took a risk and started South River Carpet Cleaning. I would work all day at the marina and then clean carpets for restaurants at night. I worked 80 hours a week for about a year until I decided to focus 100 percent on the restoration business."

After establishing a large client base, Agee started doing restoration work when customers began to call him after they experienced some flooding and needed water mitigation services. He quickly realized that many of the vendors that provided him with his cleaning equipment also provided training in water mitigation. "As soon as I got certified, I realized that

helping people who experienced water damage or a fire was much more rewarding," says Agee. "Within two years I was strictly doing water mitigation and the carpet cleaning kind of phased out."

Through the years of running his own company, Agee has enjoyed watching the people that work for him grow professionally and personally. "Watching them consistently get to that next level gives me a lot pride," he says. "I also love to see homeowners go back home after we have rebuilt it. To see their faces when you hand them the keys is a great feeling. Even though it's a stressful time for them when a disaster happens, there is light at the end of the tunnel. And I'm proud to be a part of it."

Within the next few years, Agee is looking to open one to two additional offices and continue to expand the commercial division of the company. With its affiliation with RA and continued exceptional customer service and communication, South River Restoration will remain a leader in restoration and mitigation services. •

BAXTER RESTORATI HELPING GLIENTS WEATHER THE STORM ACROSS FLORIDA Produced by Kyle Gahm and Written by Matt Dodge

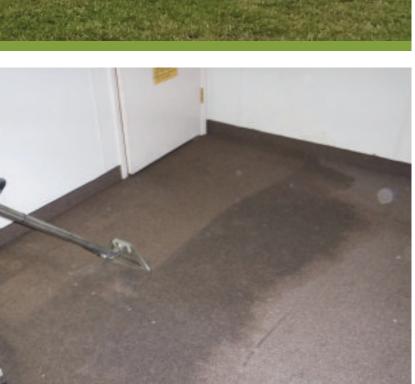




ith the some of the highest annual rates of lightning strikes, tornadoes, hurricanes and rainfall in the U.S., the Sunshine State is no stranger to extreme weather events. While Floridians have become accustomed to these dramatic metrological phenomena, these storms often leave an expensive path of destruction in their wake. Based in Orlando, Baxter Restoration has quickly become a leading disaster and property restoration specialist serving residential and commercial customers throughout north, central and south Florida.

Founded in 2011 by David Baxter, the independently owned and operated company offers a range of restoration-related services, including fire and water damage, mold removal, storm and wind damage and disaster recovery construction.







Baxter Restoration also offers more specialized disaster recovery and cleanup services such as debris removal, document and media recovery, contents cleaning services and biohazard cleanup. "The business is David's namesake, so he has a vested interest in making sure everything we do is up to the standards we set," says Justin Mainit, business development representative at Baxter Restoration.

On the commercial services side of the business, Baxter Restoration performs HVAC cleaning, commercial mold remediation, commercial maintenance services, emergency water cleanup and indoor humidity control, making the company a one-stop shop for a range of property damage needs. Commercial clients include businesses and offices, hospitals, nursing homes, educational facilities, municipal buildings, churches, community centers, multifamily housing condominiums and apartment buildings.

Widening the project pipeline

President and CEO David Baxter is a 13-year restoration industry veteran with ample experience as a general contractor. Baxter left the restoration firm he started with a partner in 2011 to form Baxter Restoration, launching the enterprise from a single 22,000-square-foot facility in Orlando.

In mid-2014 Baxter opened a second office in Boca Raton and in 2015, unveiled a new, independent facility, which is located in Jacksonville. "We've been managing jobs out of the Orlando office, but as of Jan. 1, 2016, the Jacksonville office will be on their own for daily work with their own networks and work coming in," says Baxter.

The expansion into northern Florida allows Baxter Restoration to better serve all corners of state, but the company's reputation as a leading restoration provider in one of the country's most extreme weather environments has allowed Baxter Restoration to extend its geographical footprint across the Atlantic coast.

"We've really fine-tuned marketing campaigns and done more to diversify our sources rather than just relying on the work we get through the insurance industry."

Justin Mainit, business development representative with Baxter Restoration

Baxter Restoration is currently experiencing record growth, with revenues up 38 percent over last year. Mainit credits a portion of this growth to Baxter Restoration's recent decision to join the Restoration Affiliates (RA) network, an organizations of 28 independently owned restoration companies covering 38 states. "Each affiliate company has an equal stake in the network and the organization is able to provide national coverage using local firms, delivering the same standard of excellence across the country," says Mainit.

Baxter was one of the first restoration specialists to sign on with RA, which plans to expand its network to all 50 states by the end of 2016. "It allows us independents to compete with some of the bigger guys that are franchises and gives us a little more national reach and ability to take on larger-scale projects because of the other companies we can pull in to help," Mainit says.

Another factor in Baxter Restoration's meteoric rise has been an increased focus on expanding the company's overall scope of work and marketing efforts. "We've really fine-tuned our marketing campaigns and done more to diversify our sources rather than just relying on the work we get through the insurance industry," says Mainit. "We're working with property managers and agents now instead of just adjusters, which has allowed us to diversify our business sources and opened up new channels in multifamily housing through our partnership with the Apartment Organization of Greater Orlando."





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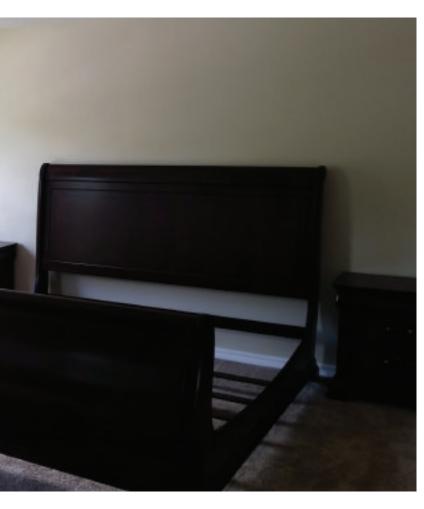
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Baxter Restoration is often called in after major weather events and fires, and some of its recent projects are no exception. The company recently completed a project addressing damage at a St. Augustine hotel that had been hit with both fire and water damage after a recent blaze. "When a fire department comes in and blasts everything with water, there is a twofold loss in that situation," says Mainit.

The company has also completed a number of hotel-related jobs in one of the nation's most popular tourist destinations over the years, including a project at a Value Place hotel in Sanford, Florida.

Congratulations to the team at Baxter Restoration on their well-deserved recognition from US Builders Review.

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While it's not always the cheapest option, Baxter Restoration prides itself on its commitment to using environmentally friendly products whenever possible. "We are a progressive company, we do things out of the box and we use some pretty cool products," Mainit says.

A growing brand

Baxter Restoration self-performs a vast majority of its work, including mitigation efforts and cleaning. All reconstruction work is subcontracted out, with Baxter Restoration acting as the general contractor on any such projects. This approach requires the business to maintain a well-vetted listed of trusted subcontractors, which has been a big focus at the company as of late.

"We have grown our network of subcontractors extensively. We joined business referral networks where we're able to get to get feedback on partners we'd like to work with testimonials and a list of who has used their services," Mainit says.

The family-oriented nature of the company is a significant point of pride for Mainit and the whole Baxter team. "When there are issues there are never fears about talking to Dave or Carlos [Catalani, general manager]. They have an open door policy," he says.

Moving forward, the team would like to expand its footprint into the Florida Panhandle and the Tampa area, with plans to eventually service the entire state. For now, Baxter Restoration will continue performing to the high standards of quality and craftsmanship that have seen the fledgling company experience so much success as a premier disaster and property restoration specialist serving customers throughout Florida. •



or the past 70 years, Woodard Cleaning and Restoration (WCR) has built a successful business based on exceptional customer service. Located in St. Louis, WCR is a property and disaster restoration general contracting company, specializing in the residential market. With four facilities in the St. Louis metropolitan area, the company completes restoration projects within a 100-mile radius.

Founded by Earl and Nancy Woodard in 1946, WCR began shortly after Earl returned home from World War II. As an Army Air Corp navigator during the war, Earl was shot down over occupied France. After escaping on foot through the Pyrenees Mountains, he eventually found freedom in Spain. Soon after being reunited with the allied forces, Earl received his discharge papers and returned to St. Louis.

Expanding skills and services

Starting exclusively as a furniture, carpet, and rug cleaning firm, Earl and Nancy built their grassroots business by going from door to door and working out of a canvas-covered trailer, pulled by their lone family car. Woodard has since expanded its services to become the Midwest's leader in fire, smoke, and water restoration. The company remains family-owned and -operated, with Earl and Nancy's son, Charlie Woodard, serving as the company's chairman of the board and CEO, and his son, Justin Woodard, as president of the company.

The quality and capability of its employees is what causes Woodard to stand out from the competition. With the amount of services the company provides, Woodard cross-trains a majority of its people in all aspects of the business. "What's so important to me is the feedback I get around town about our employees," says Justin. "Our customers often tell me about how they have worked with Woodard for years and they have always been impressed with the level of professionalism and customer service."

In addition to its quality employees, Woodard has established relationships with other restoration contractors all over the country. This enables Woodard to handle any type of job, regardless of size or amount of restoration involved. "Due to our experience and longevity as a company, we are able to partner with some of the top restoration contractors in the United States," explains Justin. "Depending on the size of the project, we'll have companies send five or six crews into town. We'll also venture outside our market sometimes to help them as well, without compromising anything we already have going on in St. Louis."

A trusted leader

In June 2015, Woodard was called upon to mitigate homes in Maplewood, Missouri that had experienced sewage flooding. Due to a failed floodgate in the River Des Peres, dirty water and sewage infiltrated the basements and crawl spaces of more than 30 houses. Woodard worked with insurance adjusters to manage the massive loss on-site and develop

Dave Walters started Premier Plumbing Solutions, LLC in 2010 after 40 years in the plumbing industry. His decision to start his own company was borne out of his desire to give customers the best possible service, quality, and price with the utmost integrity. He found too many companies focusing on selling unnecessary services, and wanted to bring traditional values to the market. The business continues to thrive and grow from an ever-increasing referral base. When you choose to work with us, you will see why people continue to call us for all of their plumbing needs.

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a plan of action. The Woodard team went from door to door checking on residents and educating them on their choice to work with Woodard. Tasks performed by Woodard included extracting all sewer water, cleaning and sanitizing floors and salvageable structures, setting up temporary air conditioning for families, and providing ongoing support for all homeowners in the area by answering questions and concerns.

Woodard was able to resolve the flooding issue while still maintaining its normal day-to-day operations. "Within four days we had every home cleaned up and dried out," recalls Justin. "We did all of this and still took care of all of our other customers."

When it comes to measuring success of the company, Woodard gauges its progress on not only the financial stability of the company but also the amount of referrals it receives due to customer satisfaction. "Every customer is our most important customer," says Justin. "Ultimately, our success is based on clients doing repeat business with Woodard."

The achievements and progress of its employees is another metric Woodard uses to measure its success. Every employee at the company is presented with the opportunity of personal and professional growth. "We want everybody to not only learn new technical skills, but also management skills," says Justin. "We have established an environment where our employees become leaders of the community."

The teamwork that Woodard displays day in and day out is what gives Justin his biggest sense of pride with the company. The ability to work together, as well as collaborate with other contractors to help people return to their daily lives, has been the driving force behind Woodard's success. In its 70th year, Woodard Cleaning and Restoration is positioned to remain a leading disaster restoration contractor of the Midwest. •



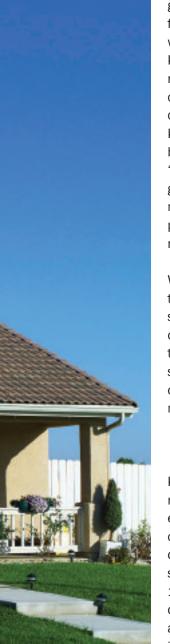
Kowalski Construction Inc.

Family business approaches 50 years of restoration contracting

Produced by Kyle Gahm and Written by Tom Faunce



hoenix-based Kowalski Construction Inc. has been an award-winning, family-operated business since the company began nearly 50 years ago. As a general contracting firm, Kowalski specializes in insurance restoration work with one of the highest customer satisfaction ratings in the region. With a focus on building relationships, Kowalski provides quality and reliable contracting services to property managers, owners, municipalities and developers.



Second-generation owners Steve and Jim Kowalski grew up in the family business founded by their father, Adam Kowalski Jr., in 1967. While restoration work has always remained the primary focus for Kowalski, the company also performs rehabilitation, remediation, repairs and remodeling work for both commercial and residential clients. As numerous construction companies enter the restoration market, Kowalski has found a way to stand out from the pack by emphasizing what the company refers to as its "Three Uniques," which are: an award-winning, third-generation, family-operated business; the ability to minimize client exposure through proprietary disaster preparedness and planning software; and being a nationally-recognized restoration leader in Arizona.

With approximately 55 employees, Kowalski serves the entire state of Arizona and operates out of its single location in Phoenix. "We're a very mobile organization," says Jim, who in addition to co-owning the company with his brother, is the vice president of sales and marketing. "Our people are in the field and on the jobsites. We believe that quality construction is managed on-site, not in an office."

Up to the task

Kowalski possesses the ability to immediately respond to clients in an emergency situation. A recent example of this was exhibited when the company was contacted by a 165-room hotel with a request for water damage emergency services as the result of a large storm. The initial reports indicated approximately 125 rooms on four floors had been affected by the damage, as well as a business center, meeting facility and storage rooms. Kowalski immediately deployed its crews and work began immediately and continued around the clock to mitigate the damages.



Congratulations to Kowalski Construction Inc.

on all of your outstanding achievements. As a long time partner and associate, we are proud to share in the acknowledgement and recognition by US Builders Review.



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A major obstacle presented to both parties in this project was the fact that the hotel did not have nearly enough vacant rooms to relocate the affected guests. Closing was not an option so work was coordinated to create the least impact possible on existing operation as well as the guests. The facility lacked a service elevator and had only two guest elevators, which created a challenge for moving equipment, materials and personnel. Kowalski removed windows from the building in order to expedite debris removal while still protecting the landscape and guests from harm.

Throughout the entire project, Kowalski maintained a clean and functional environment for the hotel guests and staff. The floors were protected and the walkways and parking lots were powerwashed with a trailer-mounted pump twice a week to maintain a welcoming appearance for new guests. Even with all of the dangerous conditions, no injuries were reported and Kowalski was able to react quickly to changing conditions, uncovered damages, a failed fire protection system and city building department's requirements, all the while managing to keep the project on schedule. The project was fully restored and did not close at any time due to the loss.

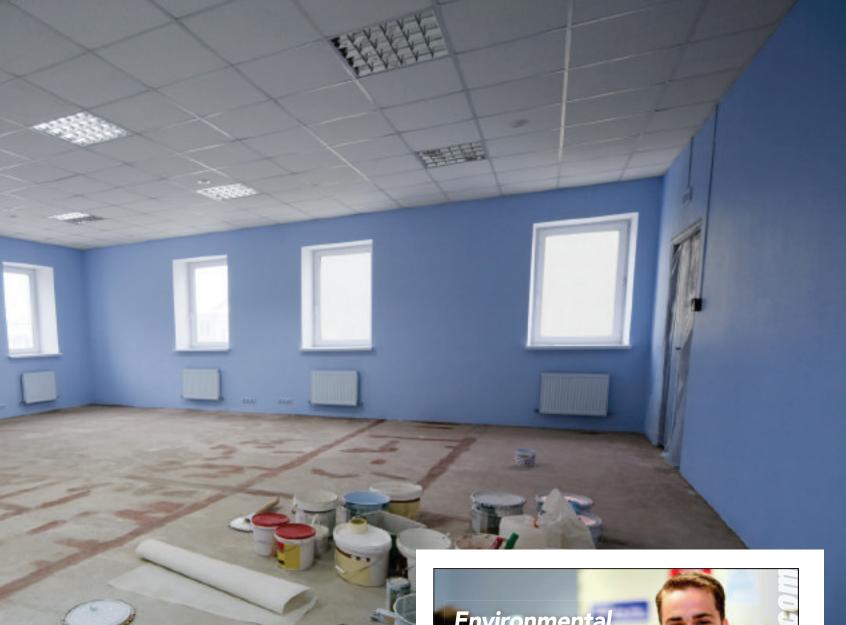
Making a difference

Working in the restoration industry, Kowalski often deals with clients who have experienced one of the most traumatizing experiences of their lives, especially in the residential sector. The company has become well-known for being experts in assisting customers through the stressful process of putting their lives back together.





Kowalski was able to receive a firsthand experience of this situation when Jim's son, Brandon, who is the company's emergency service large loss division manager, experienced a fire at his home. "This experience totally revolutionized our approach to working with customers who have experienced a loss," says Jim. "I've always felt that we were as good as anybody out there in dealing with these situations but to have someone within our company experience it really gave us some insight into what the client is really going through and how we can take a more empathetic approach."



Growing up surrounded by the family business, Jim and Steve both take great pride in being the second generation owners of the company, along with the fact that the third generation is also involved. The Kowalski spirit is present not only in the family, but throughout the entire company. "We are always striving to do better," says Jim. "It's not only the people with the Kowalski last name, it's a combined contribution from all of our employees."

As Kowalski approaches 50 years in business, the company will continue to reinvent itself. "Being a part of Restoration Affiliates, which is a national network of independent, full-service disaster restoration companies, helps us so much because we are able to see and recognize trends and innovations in the industry that we can adapt to," Jim explains. As long the company remains one step ahead of its competitors, the best years are still to come for Kowalski Construction Inc. •



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Parker Young Construction Inc.

A turnkey restoration approach in Atlanta

Produced by Kyle Gahm and Written by Tom Faunce

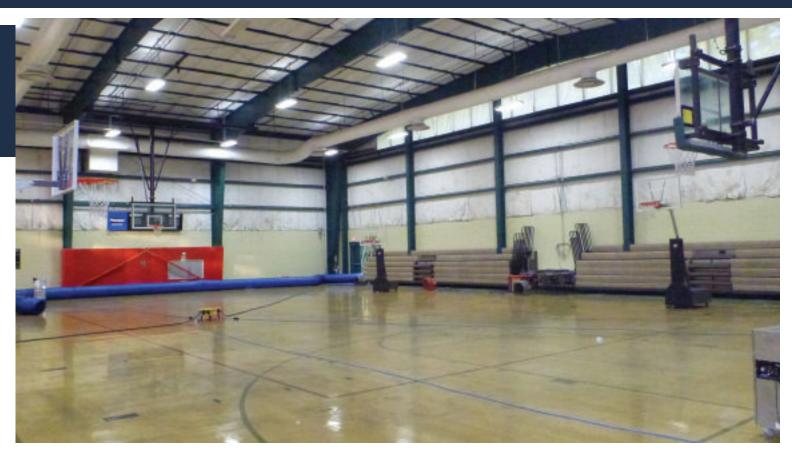
or 30 years, Parker Young Construction has been providing disaster restoration construction and mitigation services to the greater Atlanta region. With three offices in Atlanta, Macon and North Georgia, Parker Young completes work in both the commercial and residential sectors. With a full-time staff of approximately 185 dedicated disaster recovery professionals, Parker Young believes the process of recovering from serious property damage should not be as painful as the loss.

Founders Jim Parker and Paul Young began their construction careers in the '70s, working out of a small office in Albany, Georgia. After moving to Atlanta in the '80s, the two partners recognized the need for a good construction firm specializing in disaster recovery and repair in Atlanta and founded Parker Young Construction in 1986. While performing disaster restoration work, the company slowly grew and eventually added mitigation work to its list of services.

In 1995, Parker and Young founded a sister company to Parker Young Construction called FireStar, which was formed to complete the Parker Young's in-house restoration capabilities



by adding water extraction and dehumidification, complete content and structural cleaning, document restoration and mold remediation services. With a staff of experienced personnel skilled in the application and use of specialized chemicals and equipment, FireStar specialists provide on-site assessments of damage and recommendations for action.



A talented team

The staff at Parker Young is what sets the company apart from its competition. At approximately 185 people, the workforce at Parker Young includes plumbers, HVAC technicians, electricians and other skilled trade workers. "We're a one-stop-shop," says Bryan Howell, director of business development for Parker Young. "If a client has a water issue at their business or home they don't have to call a plumber in addition to the mitigation team, they can just call us and we'll handle everything."

With a strong name and reputation in the industry, Parker Young has been able to maintain strong employee retention, with the average tenure of current employees at 10 years, the company is known for being one of the best to work for in the



Atlanta market. "We have some people still with us that have been here since day one," says Howell. "We've also had some people leave and come back. The longevity and strength of the company has helped us maintain a strong workforce."

While Parker Young is capable of completing a majority of the work in-house, the company will hire subcontractors to assist on larger jobs, which helps with efficiency. An advantage that Parker Young maintains over other companies is its response time. With its large staff, the company is not only able to respond to the job quicker, but also include comprehensive services.

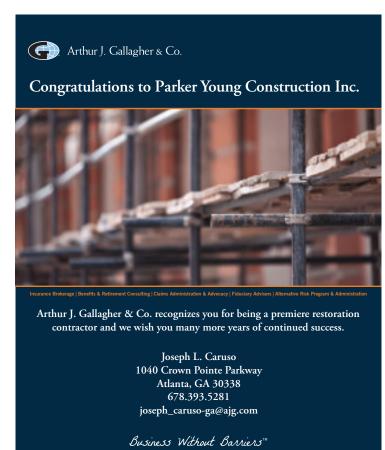
"Whether the job calls for 10 or 100 people to respond, we can do either," Howell explains. "We're not sitting there waiting, trying to line up temp work or sub labor to respond to a loss or a claim. We can get out there and get people on the scene and begin mitigating the loss in just a couple of hours in most cases."

As a relatively large regional company, Parker Young remains locally owned with the owners heavily involved and present at each job. The capability to self-perform a majority of its work grants the company amnesty when it comes to relying on other people's availability. "We're very flexible and are able to work around our clients' schedules," says Howell. "The fact that we don't have to rely on subs allows us to create our own time schedule."

Projects of all sizes

In March 2016, Parker Young completed an apartment building rebuild project in the suburbs of Atlanta. In spring 2015 a fire broke out in this multi-family complex and spread to the attic, which subsequently burned a majority of the roof off of the building. After the local fire department was able to extinguish the blaze, the structure was left with extensive fire, smoke and water damage.

"We had to go in and basically put it all back together with upgrades," Howell recalls. "The project lasted approximately one year from date of loss to reconstruction completion. However, this included



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agreement on scope of work with adjuster, proper architectural drawings for permitting, code upgrade evaluation, selections and agreement on cosmetic upgrades and of course the rebuild itself. None-the-less the project turned out better than ever imagined and the client was left extremely happy, which is our one and only goal."

The project was not without its challenges. Several of the apartment units had to be reinforced with extra support beams. "We found that the floors were actually starting to sag in some spots due to the weight of damaged debris and heavy amounts of water," says Howell. "So we had to go in and reinforce those. Other than that, the project was relatively straight forward and something we see all the time and very successful at. We enjoy large reconstruction projects like this."

While Parker Young will continue on the path that it is currently on, the company will look to develop additional work

in the commercial sector. "We are starting to become really entrenched in the health care industry," shares Howell. "We're also focusing on relationships and partnering with clients by becoming their preferred contractor for disaster related mitigation and reconstruction projects."



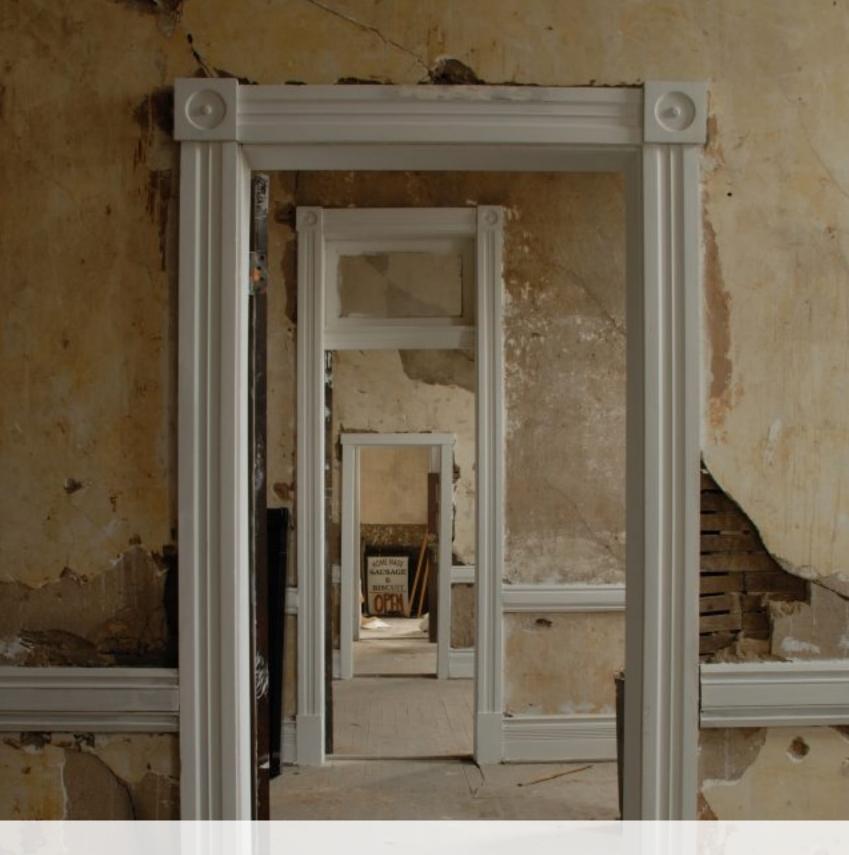
As Parker Young Construction maintains steady growth, the company will build upon the solid foundation and reputation it has created over the last 30 years through their quick response time and providing high-quality products and services to its many valued customers. •

Congratulations to Parker Young Construction!

Proud partners for 5 years! PIA of Georgia would like to congratulate Parker Young on the national recognition from US Builders Review.







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