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PO Box 428
Old Town, ME 04468

Our Clients Say:

"Thank you for all the support and truly helping me in a tough situation. Not only do you all rate a '10' but I would safely say a '10 plus.'"
— MM

"What a great job so far and such caring people. I surely do appreciate their work—every one of them!" — AC

"Awesome! Scott has been fabulous. Great customer service, very knowledgeable. He answered all of the questions." — ED

"I am impressed with the professionalism of your employees. I would not hesitate to recommend your company to anyone." — NG

"The work looks awesome! What I thought was a disaster turned out to be put back together

as it looked before the damage occurred. Thanks so much." — DB

"Your crew is a highly capable work force that produced quality work in our home. We appreciate what they did for us. Thank you for a great job on the work you did on our house. The company made our home beautiful. We look forward to moving back home." — CS

We love it when our satisfied clients refer us to their friends and family. To show our appreciation, we send up to \$100 gas card whenever a referral results in a new client. Thank you!



Winter 2012

WELCOME TO OUR NEIGHBORHOOD

New state-of-the-art cleaning facility opens

Keith Trembley Builder / Paul Davis Restoration & Remodeling Maine has invested more than \$250,000 in a new 1800 sq ft space in its warehouse to better serve homeowners who have undergone a fire or suffered from water damage.

The new facility, located at 9 County Road, Milford has rooms set up for cleaning, drying, storage and ozone treatments.

New equipment includes a state-of-the-art Esporta washing system for textiles and Fireline ultrasonic cleaning for hard home contents cleaning and electrical cleaning.

Four new employees have been certified by the Institute of Inspection, Cleaning and Restoration (IICRC) and Certified Contents Restoration Network (CCRN) for inventory packout methods and ultrasonic cleaning. Mark Philbrick, a long time employee, has been promoted to Contents Manager and is overseeing the facility, scheduling, on-site cleaning, and packout of homeowners' contents.

When a home has been in a fire, or suffered from water damage, a team retrieves the homeowners' belongings, and transports them to the facility for cleaning and restoration. When a family is in immediate need for clothing, turn around is rapid: 24-48 hours!

"We feel we are acting like the 'Red Cross' with this service," said Keith Trembley. "We are really helping people in time of need. When we get a call to secure a burned home, or 'board it up,' we ask the homeowner if they need any

immediate assistance. In most case, they need some clothes to go to work, or for the kids to go to school. Our staff packs up the clothing, brings it to the facility for cleaning. Recently we had a job four hours away on a Friday. We worked through the weekend, and returned clean clothing to the family on Monday morning. They were ecstatic!"

Even if KTB wasn't the firm called in to secure a home, homeowners are welcome to bring valuables to the facility for restoration.

"A family brought us some emotionally valuable items recently," Keith said. "One item was a little girl's First Communion dress. We were able to restore many of their items, including the dress. If owners have valuables, it is much better to restore than to throw away. Some items can not be replaced."

The new system uses Xactimate software for pricing, which is accepted by all insurance companies. The pricing lowers the cost to the insurance company when compared to a local dry cleaner who would not have that software. The system results in simpler, faster claims process — a win-win for both the insurance companies and the homeowners.

Covering the entire state of Maine, the washing system is fully guaranteed. If the insurance company or the homeowner is not satisfied, there is no charge for the service. With the laundry and hard contents cleaning, a detailed written and photo inventory is supplied to both the homeowner and the insurance company, which creates peace of mind. One month of



American Red Cross

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free storage is included; homeowners can come and look at their belongings, retrieving items they may need before their home is restored.

"We undertook this ambitious project after I returned from medical leave," said Keith. "I had an entirely new perspective. We had been subbing out the contents management elements of our restoration work. I decided we could do it better. Within two months, we built the facility and underwent extensive training, not only for this facility, but company-wide. It was a hectic time but I had a lot of help from my staff. I am very proud of everyone for pitching in. As a result, everyone in our company is excited about our future and the investment of our company in their professional credentials."

Keith added: "All of the training we had, all the investment in our services, lead back to our core culture at KTB/PDR: 'To treat everyone as we would like to be treated, to be compassionate, to have empathy, to provide great customer service,



Staff training

Employees received six weeks of customer service training. An additional five days were devoted to certified contents restoration training.



Facility dedication

The new content facility was dedicated to long time friend and founder of KTB/PDR mitigation and emergency division: Randy Nason. Randy's wife, Tracey, son Dustin and daughter Emily review the new plaque.

"I know Randy would be so proud of what we've built. We miss him," Keith said.



A new look

New truck decals and new uniforms!

"Thanks to our great team for all that they do," Keith said.



Our web site has more!

Due to space limitations, our newsletter can't explain all the technical capabilities of the high performance machines at our new facility. Please visit KeithTrembley.com to learn more about Esporta Wash Systems and Fireline Ultrasonic Cleaning.

