



*Restoring your property. Restoring your life.*

Compleat Restorations is a response-based disaster recovery specialist stepping in at the earliest possible moment to protect undamaged assets and coordinate repairs and restoration.

## Quality Service Before, During and After a Crisis

### Compleat Restorations

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**Mission:** Disaster restoration contractor dedicated to restoring commercial, industrial and residential properties with quality workmanship, high ethical standards, and caring individuals.

**Employees:** 50+

**Top Executive:** Cliff Ellis CR, CMRS, President

**Product/Service:** Disaster Restoration; Duct System Cleaning; Mold Remediation

**Year Founded:** 1978



Compleat Restorations services five counties in South Central Pennsylvania and has restored thousands of businesses and homes after disasters—everything from fires and sewer backups, to tornados and burst frozen pipes.

They've responded to and remedied damage from oil spills, vehicles running into buildings, oil furnace "puff-backs," and water damages in structures such as high-rise office buildings, centuries-old historic homes, and stadiums. They've heard some strange stories such as the homeowner who had water damage to his hardwood floors and sub-flooring. The culprit? The family's cat.

"They taught their cat to turn on the faucet while they were at work so it could get a drink of water," recalled Becky Riley, Marketing Director. "Then one day after getting a drink, the cat left the faucet on and moved the spigot and water ran all over."

Whether the cause of a disaster is a furry feline or a hurricane, Compleat Restorations' services have grown with the needs of their clients and the industry. In response to weather patterns and hurricane activity, the company added drying services for commercial properties after catastrophic water damages. They have been called to dry buildings in Florida, Louisiana, Texas, Maryland and Washington, D.C.

They also have a mobile command unit to dispatch in cases of large-scale disasters to effectively coordinate emergency services, communicate with principals, and deal with inquiries on site. It is equipped with computers, phones, printers, meeting space, food and water.

Compleat Restorations also created an environmental services division for mold remediation and air duct cleaning as the Environmental Protection Agency and the public increased their concern about indoor air quality.

They've cleaned the duct systems of large retailers,

office buildings, schools, healthcare facilities, and hotels. According to the National Air Duct Cleaners Association, residential and commercial buildings should have ductwork inspected every two years and air-handling units inspected every year. Healthcare buildings require once-a-year inspections of ductwork and air-handling units.

Compleat Restorations also began an Emergency Recovery Plan (ERP) program, a free service for schools and businesses that assures that a proactive plan for disaster recovery of the physical plant is in place.

"Businesses need a comprehensive emergency preparedness plan," Riley advised. That plan should include choosing a qualified disaster restoration contractor.

"Central Pennsylvania is not exempt from disaster," Riley said. "We experience tornadoes, ice storms, wind storms, snowstorms, floods, the effects of hurricanes, and vandalism. Most emergencies we respond to are not weather related at all. Office building floods due to a sprinkler malfunction or fires occur due to bad wiring. It happens. The sad fact is that due to poor or no emergency plans half of businesses that experience a significant disaster will never recover."

As demand increases, the restoration industry has responded with new technology. Thermographic (infrared) cameras are a nondestructive method to determine moisture behind walls. New drying technologies have been invented that can pull 100 pounds of water per hour from the air for faster drying and mold prevention.

From thirsty cats to the tornado damage in Campbelltown, Compleat Restorations has been on call 24 hours a day, 7 days a week, 365 days a year, for 28 years. Using the latest technologies, receiving industry awards, and customer accolades for caring employees, they give new meaning to the phrase "disaster relief."