

ECO

RESTORATION & CLEANING



LEADING THE WAY

adding value for customers. New ebook series. Sneak Peek!

RESTORATION TEAM

Team ERC tackles multi-unit restoration in Galveston.

MOLD GOES!

Commercial mold remediation on Houston bank.

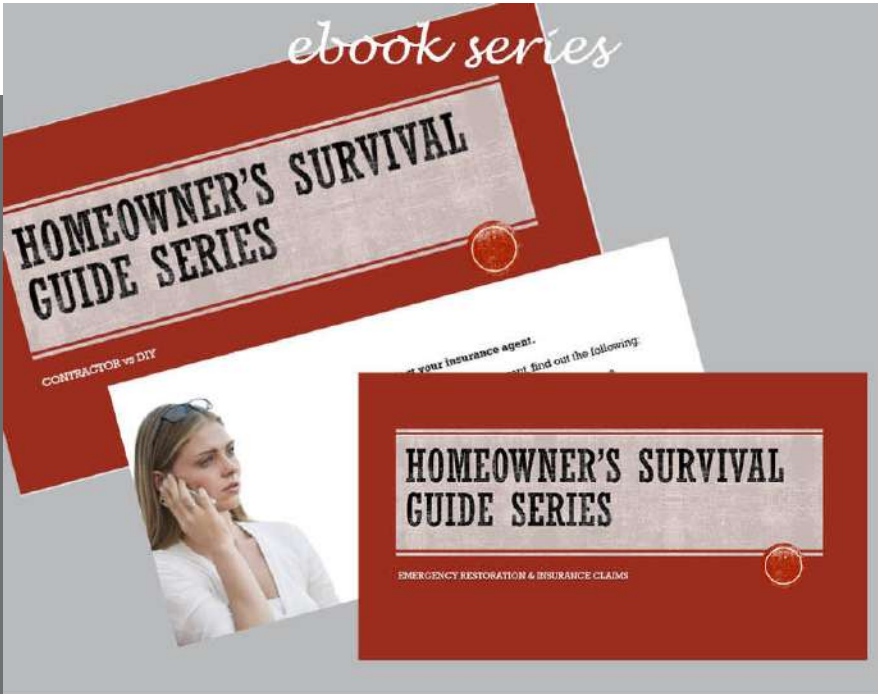
LOCAL PARTNER

We partner with South Shore Grille on cleaning & disinfecting.

THE TEAM GROWS

ERC adds to teams in CO and in TX.

2020



new team members



mold remediation



damage restoration

MOLD GOES!

We follow strict guidelines and partner with certified experts when necessary to provide our customers a next level of security and confidence.



THERE WERE MULTIPLE SOURCES OF MOLD DISCOVERED OUR CUSTOMER HAD NO IDEA.

This bank facility originally called us to only provide mold testing. After meeting with our project manager, we informed them we're a full service restoration company. We not only do mold remediation, but can also rebuild their facility post remediation. So, they were eager to work with us after learning this. This project's scope of service and necessary protocol needs were different than our standard projects. Since this was a bank, with federal security needs to address, the project required several critical details be addressed. We had the added work of keeping the site secure as well as not exposing any of their employees

to an active mold infestation. For our initial process, we had to find what was causing the mold. It sometimes is easy to pinpoint the source and, other times, we have to put on our investigating hats. Mold can be caused by one source or multiple sources can contribute to its growth. It is imperative to figure out the source so it can be removed. Once the source is removed, the damage can be repaired. We checked all the common (ex: roof and window leaks) and not-so-common sources (ex: several office plant pots with an excessive amount of extra, standing water) to determine the cause. This specific location had multiple con-

MOLD REMEDIATION IS CRITICAL & TIMELY

tributing factors to the mold spread. Once we determined the moisture sources, we removed them and began our next phase of work. Our investigation results and further determinations led us to remove and remediate most of the buildings interior. To be successful on this remediation, we involved many different trades. They all contributed in helping us pass the necessary air quality test on the first try. For those that don't know, when air quality is part of the project (and it is with mold) you need to have air levels tested. These tests determine how high and where the mold counts are concentrated. We use these counts to determine what remediation and protocol steps are needed on a per project basis. Some areas were not as contaminated as others but each was given the same level of attention. Other trades such as HVAC & roofers were brought in to help as well.



What management and building owners can do:

- When health problems are believed to be caused by exposure to dampness or mold in the workplace, owners and managers should:
- Always respond when occupant health concerns are reported.
- Establish clear procedures for recording and responding to IEQ complaints to ensure an adequate and timely response. (more, visit [cdc.gov/mold/actions-tips.html](https://www.cdc.gov/mold/actions-tips.html))



Galveston Emergency

“They found us online and the damage was from a washing machine that overflowed for nearly 2 hours while the homeowners were out for a walk on the beach,” Mike Murphy, owner of ERC, shared of a recent project.

Their condo unit, which is located on the 3rd floor, also flooded two units below them. Our team provided the emergency water mitigation services and after all the damage repair for all 3 units with separate owners.

Due to the complexity of the project, we had to work fastidiously for each owner with their specific insurance company and adjuster. Additionally, we had to manage HOA restrictions and requirements and property management expectations. This was a multi-customer, multi-unit, complex project. Each unit had its own particular needs based off of damages so we had multiple trades and project timelines working throughout the entire process.

As with any project, there may be unexpected bumps in the road. One of the units found out they had an error in their policy and with their coverages. We patiently paced with the customer and the insurance provider to get the finer details ironed out. Although this did cause questions of whether a large portion of their project would not be covered, fortunately, the agent

remedied the errors and all the damage was covered. “We have found that this is not the case for many and it’s a great reminder to always double check you policy details,” suggested Amanda Murphy, company CFO.

Our team is happy to share that all of the homeowners were pleased with the outcome of their units.

Two of the units are vacation rentals, and we had to collaborate with one local owner and one living out of state. Our crew made sure the set deadlines were a top priority so neither owner’s rental plans were impacted. Having to deal with a project like this locally, is hard but being out of state can be an added stress. The out-of-state owners had to trust our team to take care of everything while they were managing from afar. We assured them they were in good hands and our team helped make the process run as smooth as possible. We kept open communication with them from start to finish. As a special thank you, one of the owners offered a free night stay to one of the project managers. We are glad to report that all three-unit occupants were very happy with the services we provided.



Trusting ERC

South Shore Grille in League City, Texas was the first account we signed after moving our headquarters to Texas. Owned by Cynthia and Robert Carbajal, it serves up delicious food choices with steaks, fish and seafood being main attractions. We sat down recently with the owners to talk about their experience looking for cleaning services and working with us. They explained that their relationship with Sales Manager, Jody Buday, was key to partnering and remaining with ERC. “From the beginning, we’ve built a strong relationship together, Cynthia offered. We like that the chemicals are eco-friendly, no heavy suds or scents and left dry to our liking.” She went on to say that they had researched many cleaning companies before selecting ERC. She added that she likes the friendly call backs we do to check if they approve of our work - something we pride ourselves in doing to remain proactive with customers. Cynthia said, “Jody really understands what we need, he pays attention. Cynthia likes her carpets clean and he delivers.” Before meeting with Cynthia and Robert, we enjoyed lunch and can highly recommend the grille for wonderful food, great atmosphere and pleasant service - a winning combination in my book.

**“We’ve developed
a relationship with
Jody based on
trust and
honesty.”**



“we know that we must have an open mind about how we adapt to and grow with the always-evolving needs of our customers...” -Amanda Murphy

Growing Strong

ECO Restoration & Cleaning Services is growing. With expansion into 7 states, and several more states to be added after bids are completed, the team is excited to service new concepts like HopDoddy. And numbers keep expanding with national chains like Carraba’s and Red Lobsters’ restaurants.

To handle the transition and growth, the team has expanded at both the Texas and Colorado offices. The headquarters location in League City, TX has added Adriana Rivera-Morales to assist with front office operations such as processing work orders, payroll activities and managing customer service initiatives. To lead the expansion of the Colorado office, ERC has hired John Muro, a long-time Colorado native and owner/operator from the cleaning industry as well as having held upper level management positions in restaurants and retail establishments. Muro is

tapped to lead the sales and business development efforts with sights set on expanding the mitigation and rebuild business. “Being in business since 2004, we know that we must have an open mind about how we adapt to and grow with the always-evolving needs of our customers, both current and potential. Our primary focus is to make sure we are providing services that our customers need and see as value based. We also stay hyper focused on the climate of each market, especially now with COVID guidelines and restrictions. Disinfecting has become a critically-sought after service we offer, for both preventative and exposed/contaminated facilities.” Moving the growth needle and expanding is key during this economy. Driving continued value for the customer is also a focus at ERC for leadership.



**A COMPANY YOU CAN TRUST,
QUALITY SERVICE YOU CAN COUNT ON!**



Adriana
Office Administrator



John
Business Development
Manager



Vanessa
B2B Telemarketer

LEADING THE WAY

We continue to look for ways to add value for our customers. To do this, we have started our ebook series: HomeOwner’s Survival Guide Series beginning December 2020. We discuss topics that confuse homeowners about Contractors, Remediation and Insurance Claims. We want to help relieve anxiety and provide education.



