

Servpro restores property with personal touch

By CHARLES PAULLIN
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from a fire or flooding in a basement, ServPro of Middletown and New Britain is the restoration cleaning company that goes above and beyond to provide a personal touch.

"To be able to go out there and tell people, 'You have me, I'm going to get you through the process,' it's very rewarding," said Marie Leavitt, accounts liaison at Servpro. "We're very personal."

The top disaster cleanup services the house restoration company provides are water damage restoration, sewage cleanup, biohazard cleanup, carpet and upholstery cleaning, mold remediation/mitigation and fire/smoke damage restoration.

The business is owned by Gary Edwards, who had a background in real estate before responding to an advertisement several years ago to take ownership of the 362 Industrial Park Road, Middletown, shop.

Evidence of the locally



Wesley Bunnell | Staff

From left: Servpro owner Gary Edwards, estimator and social media manager Quanisha Turner, accounts liaison Marie Leavitt and general manager Alfred Conroy.

owned restoration company's work was on display when Margaret Ashby's house was damaged by fire in 2014 and the Cromwell resident lost everything, including her four dogs.

Servpro personnel found a cat, Mikala, while they were cleaning the home, and got help for the rebuilding of the home from Lowe's, donations from Habitat for Humanity and Bob's Furniture — all at no cost to Ashby, Leavitt said.

"We're about the people, and the profit after," said

Leavitt.

Another way the business distinguishes itself is with the Emergency READY profile.

The free service keeps a record of an individual's residence or business owner's main documents pertaining to their building and important contact information, which helps Servpro immediately help.

"To be prepared is the key," said Leavitt. The firm is available 24/7, she added.

The firm is Institute of

Inspection, Cleaning and Restoration-certified, with several restoration and cleaning technicians who use constantly updated equipment.

The firm uses green and safe products in schools, nursing homes and for anyone with severe health issues.

Involved with the community, the company helps local organizations with donations and event attendance, such as ones for MARC Community Resources and the Middletown Fire Department and a gala that raised money for the well-being of animals.

Leavitt said the goal of the firm is to continue building on its relationships with the community and insurance companies involved with house restoration projects.

"To be able to grow those solid relationships is two-fold," she said, explaining it helps Servpro's business and those needing Servpro's services.

Servpro can be reached at 860-826-5169.

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