

First General Services

Ever Leave The Burner On? Common Mistake Causes \$20,000 Fire



One resident of this four-unit apartment building forgot to turn off the burner on her stove and left the building. It was the afternoon of March 1st when the fire was discovered. This mistake caused approximately \$20,000 in damages inside the apartment unit and the common areas of the building combined. To get emergency cleaning started along with an estimate for the complete restoration, the

insurance adjuster contacted First General Services (FGS). After the conclusion of the cause & origin investigation, FGS started the initial cleaning of the unit bathroom and the common areas of the apartment building. The building owner, Shunlai Zhu, decided to hire First General Services after learning from Brian Hotchkiss, a FGS Project Coordinator, that we could handle the entire project from start to finish. The FGS team went forward with the renovation of the common area which included: cleaning, sealing and painting all of the walls and replacing the other resident's doors that were kicked in by the



"I am glad that my insurance company was prepared with a good restoration company to call, I am happy with the work of First General Services."

Shunlai Zhu
Property Owner

department. The unit where the fire originated was also cleaned, sealed and painted and had the doors replaced. Inside this unit the FGS team also replaced all of the light fixtures, smoke detectors, window blinds, appliances, kitchen cabinets & countertops, kitchen & bathroom vinyl flooring and refinished all of the hardwood floors. When the FGS team finished the project there was no evidence remaining that fire had ever even occurred.

By May 1st the "Apartment For Rent" sign was hanging in the window and it was ready for viewing. Undoubtedly, First General Services' previous experience of working with insurance related losses helped minimize the down time of the apartment and get it done right the first time.



Read What Your Customers Are Saying About

“I had used another company in the past & was extremely dissatisfied. Your company has “restored” my faith in your industry.”*Amy*

“FGS was great to work with. They were very patient with us.”*Robert & Wanda*

“Very courteous staff & work done was great.” *Anne*

“Repairs done promptly, area cleaned when done, very easy to work with, can’t tell where damage was done after repair.”*Joseph*

“We called and they did the job ASAP.”*Gary*

“You guys were great, our house was totally flooded and you were in and out in 2 1/2 days, it was unbelievable. Great Job.

Tony & Amy

Mark Your Calendars

FGS 12th Annual Golf Outing July 15, 2011
Van Wyhe 6 Credit CE Class October 20th, 2011
Van Wyhe 6 Credit CE Class..... November 16th, 2011

For More Information

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