

# FGS THE RESTORATION COMPANY

## WINDOWS EXPLODE, AS INSURED REACH SAFETY



Devastating view from back of home



After restoration was complete



The family room after the fire



The family room after restoration

"I woke up to my husband yelling 'Fire! Fire!' and then we both ran out the side door. We just made it to the end of the driveway and the windows burst out of our house," said the owner of the home, Deborah Persson. Luckily, the neighboring church's snow plow drivers spotted the flames at 2:00 am and alerted the homeowners and then called 911.

After the flames were out, the American Red Cross stepped in and assisted the homeowners, Deborah and Bryan Persson, with a hotel stay and emergency clothing. Deborah and Bryan then contacted Farmer's Insurance Company and got the claims process started. Josh Snyder an adjuster from Farmers Insurance Company called FGS The Restoration Company for emergency mitigation services. Johnny King of FGS The Restoration Company arrived at the property and found a devastating scene. Two exterior walls and three quarters of the roof were completely gone and the portion of the home that was still standing was completely blackened with thick soot. After agreeing on the scope of the loss with the homeowners and Farmers Insurance Company, FGS The Restoration Company moved forward with the repairs.

First, the cleaning team removed all of the soot covered contents and transported them to FGS The Restoration Company's cleaning shop. The contents were cleaned and stored, while the structure of the home was being restored. At this time, the demolition team started by removing charred pieces of materials by hand and by shovel. This process continued until the interior was clear of debris. In the end, only two of the original walls were salvageable. During this time of cleaning and demolition, the Persson's were busy making their selections of everything from the siding color, to light fixtures and flooring.

Johnny King and Rick Ballweg assisted Deborah and Bryan in redesigning their home to better fit their needs. They opted to make a few extra improvements such as a first floor laundry area and a master bedroom with a private bath and his and hers closets. The second floor was also expanded to allow for more bedroom space and a full bathroom. They also added a customized kitchen complete with granite counter tops. The reconstruction began with the rough framing of walls. The exterior then quickly came to life with siding, windows and doors. After the drywall was completed, the painting and flooring soon followed. The homeowners were very happy with Farmers Insurance and FGS The Restoration Company's professionalism during the restoration process. Johnny King and The Restoration Company team did a wonderful job helping Deborah and Bryan through this stressful time while staying within their insurance company's guidelines.

"We are thankful to the Red Cross which was a great deal of help in the time of need. Our insurance company was wonderful through the process and kept us informed about what was going on, our agent Bob Klein even called and checked in with us."  
 ~Deborah & Bryan Persson

"Johnny King of FGS The Restoration Company was very good to work with and the demo & cleaning teams went over the top. They salvaged many things, including 4 crystal wine glasses, that my husband and I got on our 10th anniversary. They could have just scoop shoveled them into the dumpster but they didn't. FGS The Restoration Company treated our possessions with respect."  
 ~ Deborah & Bryan Persson

# FGS The Restoration Company's 15th Annual Golf Outing

Where? Foxboro Golf Club

When? July 25th, tee time 8:30

Why? To Raise Money For

The American Red Cross

## Main Events:

Golf at 8:30am

Comedy by Mitch Henck

\$5000.00 Putting Contest

Lunch & Door Prizes

**\$5000.00  
Putt**

## CUSTOMER COMMENTS

"They were all very courteous and respectful of my space and my time. The repairs look great."  
~Diane

"Always a pleasant & worry free experience. Thank You."  
~Brian & Chris

"I feel so fortunate to have had Johnny King as our estimator. I would definitely use your company again."  
~Amanda

"Your Staff was very professional & helpful."  
~Kim

"It is rare to work with a company that seems to care about the quality of work and care of service as if they owned the property themselves. Thank you all for help in my time of need."  
~Scott

"Brian was very good to work with, excellent communication skills."  
~ Bob



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2210 S. Beltline Court

Madison, WI 53713

(608)258-2094

[www.trcmadison.com](http://www.trcmadison.com)