

RE^{CO} Constructions

Allen Keith
CONSTRUCTION CO.
WE MAKE IT RIGHT AGAIN®

Vol. 1 No. 1

Published for customers & friends of Allen Keith Construction Co.

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The school that wouldn't say no

Wayne school, crippled by 17 set fires, reopens in one week, thanks to community and an A-K team

Devastating!" That's the most common adjective called upon to describe a major fire-loss. But "devastating" was not strong enough for administrators, teachers, students and parents who viewed the charred remains of Wayne Elementary School this past February.

The school suffered set fires—17 stacks of newspapers spread throughout the school,

several hours because the fire dismantled the alarm system.

Today, the school miraculously is back to normal, though the emotional scars will take more time to heal. The 60-

year old school at E. Smithville-Western Road, nurtured three generations of students from the north of Wooster.

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The Allen-Keith team turned blackened hallways and classrooms to their original bright cheerful luster.

one beneath the alarm system. Charged in setting the fire were two sixth-grade boys from a neighboring school.

First on the scene was Wayne first-grade teacher Karen Manges, who visited the school on Sunday a.m., Feb. 8, to feed the classroom pets. She was horrified to see the entire building and several classrooms totally enveloped in black smoke and walls everywhere encrusted with ash. Visibility was zero; the 17 set fires had smoldered for

We put people's lives back together

Daniel Keith Hanlon
President, Allen Keith
Construction

Welcome to the premier issue of "Re-Constructions," our newsletter dedicated to friends and customers who have supported Allen Keith Construction Company over the past 22 years.

In this first issue, we have attempted to encapsulate what Allen Keith Construction is and what it does:

- Our employees are trained professionals and critical to our success. Two members of our team are featured in this issue: David DeMeo (public relations) and Randy Schultz (roofing and siding).
- Highlights of our restoration efforts following the 3/4-million dollar fire at Wayne Elementary School in Wooster appear in this issue.
- An insurance adjuster provides a perspective on crises and how we partner with him to reconstruct people's lives.

- Several photos depict before and after views of our work.
- Tips on fire prevention... we do not want to pay any unexpected visits.



- When disaster strikes - be it from fire, water or wind - people's lives are devastated. So, when all is said and done, our mission statement can be stated in six words: We put people's lives together again.
- Also, we soon will be on the World Wide Web.

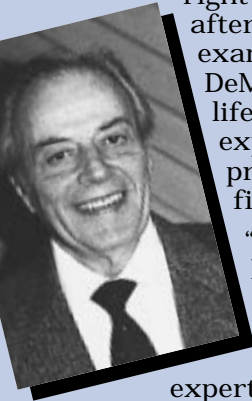
Others in your organization may find this newsletter useful and interesting. Please share this copy or send us their name and address to add to our mailing list. I welcome your comments and suggestions pertaining to "Re-Constructions" and invite you to call, mail or fax them to me.

Thank you.

David DeMeo—fire-preventer extraordinaire

There's a bit of irony in Dave DeMeo's joining Allen Keith Construction: Allen Keith makes things

right again, after a fire, for example. Dave DeMeo has a lifetime's experience in preventing fires.



"If every home and business heeded Dave's expertise, we might not be in business," said Allen Keith president Dan Hanlon.

Dave joined the company in

November, 1996, after serving as Captain-in-charge of the Canton Fire Prevention Bureau for 19 years. He has been honored by several state, regional and national organizations for his work in fire prevention, arson investigation and safety.

Dave is past-president of Ohio Chapter of International Association of Arson Investigators, and received that group's coveted George A. Eisnaugle Award for "above and beyond" work in suppressing arson in the state of Ohio.

He is a charter member of National Fire Protection Assn. and Fire Prevention/

Arson Investigation Data Exchange.

Dave's expertise includes arson investigation, fire safety and building codes. His broad experience and vast knowledge have given Allen Keith a new dimension in customer service. Dave is well-versed in causes of fires and in working with insurance companies and is available as a fire-prevention consultant for Allen Keith clients. He will gladly speak to business, community, social, fraternal, trade and school groups.

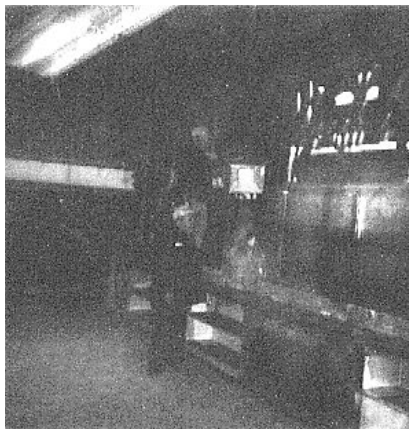
For a free consultation or speaking engagement, call Dave at 455-5451 (Canton) or 699-5668 (Akron).

Wayne school

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Principal Kirk D. Bolden credits the entire community for attaining the almost-impossible goal of getting the school reopened on the following Tuesday a.m. Also high on his thank-you list was the team of Allen-Keith professionals supervised by Craig Omahne who were on the scene within hours of the fire's discovery.

Craig first assessed the damage and set up a prioritized plan to clean, paint



Room 11 on Feb. 12—blackened, charred, devastated, but ready for the kids on Feb. 17.

and restore the mechanical and electrical work, including the extensive computer network. The Allen-Keith team also coordinated the efforts of employees, subcontractors, suppliers and volunteers who worked from 8

a.m. to midnight to clean every book, desk, chair, and thousands of other things one finds in elementary-school classrooms.

The damage was estimated at \$750,000; the school's deductible amounted to \$5,000. A fund was set up to pay for items not covered by insurance. Several Wayne County firms and organizations joined parents, the PTA and citizens to assure the success of the fund-raiser.

One would be hard pressed to



Physically, but not quite emotionally, things are normal at Wayne Elementary after suffering a torching on Feb. 7.

list something good that came from the tragedy. But one teacher did.

Pre-first grade teacher Barb Sample said at an assembly attended by 1,000 persons the night before the school opened, "I am so thankful to be here. It is a miracle (that school will re-open tomorrow morning). The outpouring of help from the community has been a wonderful lesson for our kids. It has helped to get our priorities straight."

Preventing burns in the kitchen

- While cooking, do not let food unattended- stay nearby.
- Turn pot handles in from the edge of the stove to avoid being bumped or pulled over.
- Remove spoons or other utensils from pots during cooking.
- Turn burners and ovens off when not in use.
- Use dry pot holders or oven mitts - wet ones can result in serious steam burns.
- Use only microwavable containers in your microwave.
- Use caution when removing lids or covers from hot containers - steam is hotter than boiling water!
- Hot oil or grease will splatter if wet food is tossed in- oil and grease can easily ignite.
- If a pan catches fire, carefully slide a lid over the pan and turn off the burner.
- Keep children and pets away from the cooking area.
- Wear tight-fitting sleeves to avoid the risk of catching your clothes on fire.

Devastation in the kitchen



We made it right again

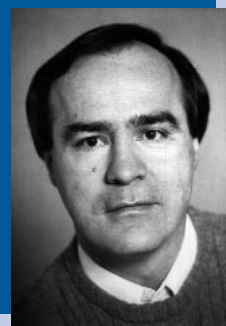
When a crisis occurs...

A property supervisor's perspective

An interview with Dan Curtin of Northeast Adjusting Services

From “board-up” of a home or business to repairing million-dollar disasters, people need a contractor on whom they can rely. That’s why more and more homeowners, business owners, fire departments, insurance companies and agents, and insurance adjusters rely on Allen Keith Construction Company.

Dan Curtin, property supervisor for Northeast Adjusting Services of Akron, Ohio, has relied on Allen Keith



Construction Company to restore many of their large losses during the past year. Although Mr. Curtin works with a number of contractors, he knows Allen Keith Construction will “get the job done.” Dan Curtin has over 20 years’ property experience and supervises claims for as many as 30 different insurance companies annually.

“In my opinion,” said Dan, “the three most important factors in choosing a contractor are:

1. Reliability.
2. The insured - the home or business owner - is satisfied with the quality of the work.
3. The work is completed quickly.”

One measure of reliability is the communication between contractor and adjustor during the construction and restoration process. Allen Keith Construction always responds promptly to Dan Curtin’s requests for information on progress updates and changes or

problems that may arise.

On larger claims, reliability may be defined as having enough qualified personnel to perform the work. Allen Keith Construction has 100 highly skilled employees, which means it can handle

the big jobs, such as the elementary-school fire in Wayne County earlier this year. (See story on page 1.)

Dan’s experience has been that home and business owners are satisfied when Allen Keith Construction completes its work.

“It is important that the client has no unresolved complaints,” according to Dan. “Workmanship is a hallmark of Allen Keith Construction, and its staff makes sure that complaints are addressed and resolved promptly”

“When the contractor gets in and gets out, the insured feels better,” said Dan. “And when a crisis occurs, nothing is more important than the contractor’s finishing the work on time with the same care and dedication that went into the original construction.”

“The track record of the contractor in repairing disaster damage is critical for Dan Curtin and Northeast Adjusting Services. To satisfy the insured as well as the insurer, Dan looks to a reliable contractor who can provide a quality product in a timely manner. Allen Keith Construction Company is a proven performer for Dan Curtin and for hundreds of satisfied property owners in Northeast Ohio,” said Allen Keith Construction president Dan Hanlon.

Randy Schultz

Lead-man - Siding and Roofing

Randy Schultz is a very busy man... and don't expect that to change anytime soon!

As lead man for Allen Keith Construction's siding and roofing crews, Randy has over 25 years of experience. "At the age of 12, I worked for my father's company, R. A. Schultz Building & Developing, on new houses and commercial buildings," remarked Randy. "I learned from my dad, uncle and older guys on the job. From 'bottom to top,' I've done just about everything - from concrete to roofing and anything in-between!"

That experience — as well as his eleven years with Allen Keith Construction — serves him well. In addition to siding and roofing, Randy is one of a few Allen Keith employees on 24-hour alert. Emergency situations involve a variety of repairs and skills, such as board-up, rough framing, water extraction and emergency tree removal.

"We try to respond in 20 to 30 minutes for emergencies such as fire, wind, water and vehicle damage to homes and businesses," according to Randy. "Being one of the first people on the scene makes a big impression on the owner or the insurance company. I've been called out as many as three times in one night on emergencies."

One memorable experience was the fire at Wayne Elementary School on February 7. Randy described: "A number of fires caused a lot of smoke damage. The long school corridors were totally black. It was no fun removing the kids' artwork from the hallway bulletin boards."



Randy poses with his "lumberyard on wheels."

Another unusual situation recently occurred at a Canton residence: for the second time in three years, Randy removed a tree that had fallen onto the roof. "A 60-foot tree fell from the back yard; 30 feet was hanging over the front," recalled Randy. "Fortunately no one was home; someone in bed would have been injured. The hole in the roof was 15 feet long and four feet wide. Inside, the house was a tangle of plaster, rafters, sheathing, insulation, shingles and tree branches. It took 7-1/2 hours to remove the tree and cover the hole with a tarpaulin. It rained not long after we finished."

How do owners react after a calamity? "Everyone is different," said Randy. "Some people are crying, some

angry, some in shock. Our job is to let the owner know that we are there to secure the premises against the elements — to protect against vandalism or trespassing."

Randy's philosophy is "to try to please every customer; to do the best I can, and give 110% on a daily basis." Dan Hanlon,

President of Allen Keith Construction,

says "Randy is an outstanding employee, highly skilled, with a good work ethic. He is a good example of our employees."

Randy enjoys a real sense of accomplishment in his work. "It's good to know that you helped someone - helping people makes me feel great... makes me want to keep going."

Don't expect Randy to stop anytime soon!

Randy's Fire Safety Tips

Randy Schultz has seen many, many homes damaged or destroyed by fire. "For personal safety, homeowners must install smoke alarms and change batteries as recommended by the manufacturer," according to Randy. "If people are at home when a fire starts, they have a much better chance of survival when there are smoke alarms that are working properly."

Another important element is having a plan to get out of the house. "People — families — should practice a fire-escape routine," stated Randy. "My wife, Karen, and sons Alan and Aaron practice our escape plan twice a year. The boys know that a hot door or door-handle means they must use the window to escape. They also know to meet outside the house."

Randy and Allen Keith President Dan Hanlon urge you and your loved ones to "be prepared" in case of fire, with smoke alarms and an exit strategy.

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