

Fire destroys credit union offices, Allen Keith saves building



Foreground: damaged credit union exterior. Background: temporary credit union office keeps customers happy.

Two weeks after a devastating fire, Allen Keith Construction had the T&C Credit Union back in business next to its original location. A temporary office (including telephone, water, heat and security) was installed for the convenience

of credit union customers.

Things were a little different the evening of January 4, 2001. Canton Township firefighters were called to the scene on Georgetown Street in Canton, just before 6:00 PM that Thursday.

"The fire department did a great job extinguishing the fire," said Larry Boyd, estimator for Allen Keith

Construction. Larry was called at 7:00 P.M., and in 30 minutes, had two crews at the scene, ready to secure the building.

Hot spot discovered

"We appreciated that the fire department left a ladder truck in place," Larry said, "so that we could access the roof." It was a double blessing: Allen Keith employees discovered a hot spot concealed under a roof-top HVAC unit. Still on the scene, the fire department extinguished the burning roof.

Allen Keith employees are trained to work with fire per-

Continued on page 2

'Our business? It's all about customer service and satisfaction.'

Daniel Keith Hanlon, President, Allen Keith Construction

Allen Keith Construction began its damage-restoration and reconstruction business 25 years ago to fill a "gap" in the community. Recognizing a need for immediate response to people in trouble, Allen Keith led the way.

Since 1976, we have helped thousands of business and home owners get back in business and back on their feet quickly.

Our business is about service—twenty-four hours a day, seven days a week. That is an important reason why people call us when disaster strikes.

It is about working with peo-

ple—owners, fire and safety officials, insurance companies, our suppliers.

Our business is also about satisfaction—quality workmanship, professionalism, keeping promises, follow-through.

When a job is done, it is gratifying to hear home or business owner comments such as:

"If I had to do it over again, I would go back to Allen Keith Construction."

"Whatever Allen Keith promised, came true."

"I would recommend Allen Keith Construction."

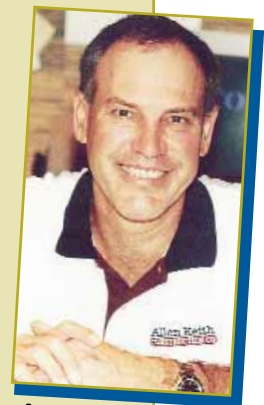
Allen Keith Construction continues its leadership role by working hard every day ...

to provide the best possible service and to achieve customer satisfaction.

Please share this newsletter with others in your organization. Better yet, send us names and addresses of those who should receive a copy. We will be glad to add them to our mailing list.

Your comments or suggestions pertaining to Re-Constructions are important. Please phone, fax, mail or e-mail your ideas to me.

Thank you from every member of our team.



Fire destroys credit union offices...

Continued from page 1

sonnel and to look for this type of trouble. "We saved the fire department a return trip and additional damage that could have destroyed the whole building," Larry said.

Inspecting, boarding up and securing the building, the two Allen Keith crews worked until 2:30 AM. Two load-bearing walls, several steel roof joists and a steel beam were weakened by the heat. To avoid a roof collapse, Allen Keith brought in a crane that same night to remove the heavy, rooftop HVAC units.

Brick crumbles

The building is solidly built: perimeter walls are custom-made 12-inch-thick white brick, with the top layer capped by custom-cut 4" x 12" x 48" sandstone. A 25-foot section of brick wall was severely damaged: some of the brick crumbled in the hands of workers.

Fire destroyed all interior partitions and walls and all electrical wiring and fixtures on the upper level of the structure. Other than minor water damage, the lower level was relatively unscathed.

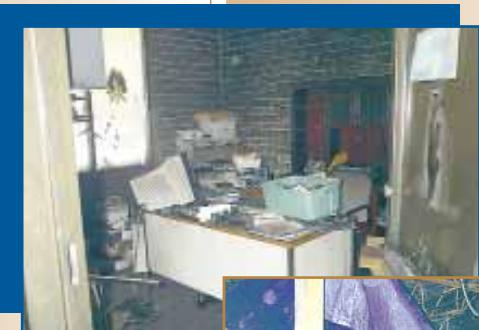
At press time, Allen Keith is "making it



Credit union ceiling—and roof—will be totally replaced

right again." They will restore the smoke-blackened interior brick walls and tile floors to original condition. Steel joists have been ordered to replace those twisted by heat. New wiring and fixtures, new HVAC units and all new duct work will be installed. Interior walls, partitions, countertops and cabinets will be rebuilt. The odor of smoke will be removed. Exterior surfaces will be repaired and cleaned. Soon, it will be business as usual for T & C Credit Union.

Watch for our next newsletter and the results of this restoration.



Extensive interior and exterior damage is shown before and during cleanup.



An interview with Ed Kruskamp

Continued from page 4



Working constantly with suppliers helps Ed to stay informed on the latest products and innovations and keeps Allen Keith on the cutting edge of construction technology. Some larger suppliers—Georgia Pacific, for example—keep in constant contact with brochures, catalogs and product updates. Some suppliers sponsor one- or two-day "schools" on doors, windows or other products.

Woodworking hobby

What does Ed do for fun in his spare time? "I've always been interested in carpentry—since childhood days, helping my father. Today, I have a complete woodworking shop at home and build furniture, clocks, jewelry boxes—it's like my vacation!"

Ed is also proud of his two grown daughters, one of whom is following in his footsteps. "She works in purchasing for a company that tests gas and oil wells. She loves talking to customers and suppliers. It's neat!"

Working for Allen Keith Construction is much more satisfying than 'traditional' construction, where customers buy "out of want" rather than need. Ed has learned a lot about the construction business and a lot about people.

An ideal beginning of Ed's day at work: Meet with a customer. Order materials or cabinets and arrange delivery on the spot. The customer knows exactly what is going on and exactly what to expect.

Customer satisfaction.

Allen Keith
CONSTRUCTION CO
WE MAKE IT RIGHT AGAIN®

Dover residence "made right again"

A lightning-caused fire at this Tuscarawas County residence was featured in the previous issue of ReConstructions. Allen Keith repaired significant interior and exterior damage. As of late December, the family was back in their home ...in time for the holidays.

Here are the homeowner's comments on his experience with Allen Keith Construction:

Allen Keith "came through on everything that they promised. They promptly called back to answer our concerns. The quality of



Before and after photos of the exterior reveal, at left, heavy fire damage to the fireplace and roof "made right again" by Allen Keith Construction, at right.

their work was excellent.

"Don Aman [Allen Keith estimator] was very professional. Allen Keith has good people—very conscientious and respectful of our family and property. For example they protected the driveway, sidewalk and permanent flooring



during construction.

"Allen Keith employees were very helpful. They 'unburied' our lawn mower in the garage, so we could cut the grass.

"Would we recommend Allen Keith Construction? Yes, we would."

Allen Keith Construction ...
"we make it right again."



Prevent home fires through careful use of heaters and fireplaces.

No. 6 in a series from David DeMeo, Safety Consultant

With skyrocketing home-heating costs, many homeowners are using alternative heat sources. Prevent home fires through careful use of heaters and fireplaces. Keep children away from fireplace fires and space heaters. Teach your children about the potential hazards of stoves, space heaters, wood-coal-oil burners.

- Kerosene heater: Inspect exhaust parts for carbon build-up; ensure emergency shut-off is operational. Always use fuel recommended by the manufacturer. Keep flammable liquids in approved containers in well-ventilated areas outside of house. Never fill a heater when operating or hot. Do not overfill: cold fuel expands in the tank as it warms. Refuel outside.

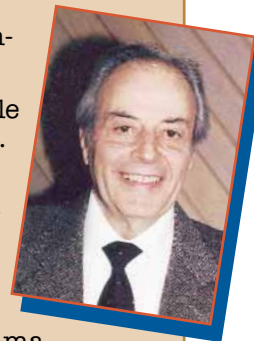
- Wood stove: Should be of good quality, solid construction and UL listed. Provide adequate (36") clearance from combustible surfaces, proper floor support and protection. To reduce creosote build-up, burn hot for 15-30 minutes twice a day.
- Fireplace: Keep a glass or metal screen in front of opening to contain sparks or stop objects going into fire. Do not use excessive amounts of paper or overbuild fire—roaring fires can ignite creosote inside chimney. Keep flammable materials away from mantel. Never close damper with hot ashes in fireplace. Never break a synthetic log apart, or use more than one log at a time.

We cannot emphasize enough the danger of using candles. Part of Allen Keith's work is

to board up fire-damaged homes. We see the unfortunate aftermath of careless use of candles.

- Never let a candle burn unattended.
- Extinguish candles before retiring or leaving home.
- Never burn a candle near flammable materials or objects.
- Always contain a candle (and dripping wax) in a proper holder with an adequate-size globe or chimney.
- Never carry a candle or use in a closet.

Most of these safety tips are common sense—but we see too many fires not to print these precautions.



'I look for the best quality, price and service'



An interview with Ed Kruskamp, Material Manager of Allen Keith Construction

Ed Kruskamp's job title, Material

Manager, describes only part of his occupation. His work has more to do with satisfaction—both customer satisfaction and personal satisfaction.

"I see people at the beginning—when their building is charcoal black or half gone or under three feet of water," said Ed. "It is very satisfying to hand over the keys at the end of a job. It's also gratifying to know Allen Keith Construction delivered quality workmanship and materials."

Ed's typical workday begins with several different lists of

building materials for a variety of separate jobs. He meets with each estimator and carpenter to develop the lists. With eyes on three separate budgets, Ed goes to work finding and buying the materials and ensuring timely delivery to all three job sites.

"I look for the best quality materials," Ed said, "with the best price and service ... not the cheapest materials." He spends a lot of time with suppliers getting price updates and determining who is offering the best value, price, service and delivery. Ed is responsible for "pretty much every piece of material and equipment" used by Allen Keith Construction.

On-call 24 hours

"My average work day is 10 to 11 hours, but I am also on call 24 hours for emergencies, 'board-ups,'" said Ed. Although Allen Keith employees' trucks are stocked with emergency materials, two or three calls within a few hours

may require additional supplies. Ed will meet an Allen Keith driver at the company warehouse to re-load, or he himself will deliver material to the scene.

When the roof blew off an area church last summer, extreme measures were necessary. "We have very good relationships with our suppliers," Ed said. "A lumber company delivered plywood on-site at 2:00 AM for the church emergency."

In addition to supplier relationships and emergencies, Ed makes sure that the Allen Keith warehouse is stocked with supplies for every-day use: caulking, roofing felt, plywood, dry-wall, 2x4's, furring strips and more. And he keeps the showroom up to date with catalogs and samples

of carpet and floor coverings, paint and wall coverings, siding and roofing, windows and doors, cabinets and hardware.

Customers appreciate the convenience of choosing all these important products at one location.

Customers who need to replace a kitchen or bath will meet on location with Ed for design, layout and measurements. He also buys smaller items, such as stainless steel sinks, plumbing fixtures or other items, and delivers them to job sites to keep the work flowing. And, he frequently picks up and returns unused materials from job sites.

Challenging tasks

One of Ed's more challenging tasks is matching existing materials. "People want their home restored exactly the

same as before disaster struck," said Ed. "It can be difficult to find an exact match for shingles or siding that may be 20-years old or discontinued." In some cases, Ed will contact regional and national suppliers to search their warehouses. It is not unusual to receive a shipment from another state to match existing materials.

Finding materials also makes the job interesting. Try to buy 3-1/2-inch x 5-1/2-inch tongue-and-groove douglas fir beams, or a 4-1/2-inch drop-in ceiling. "It was a lot of fun locating such unusual items for the church job," Ed said. The roof and ceiling ultimately came from a Canadian source.

Continued on page 2

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