

Name of Business: 1-800 Water Damage of SE Michigan

Person Submitting Form: Karen Hibner

Title: Senior Sales Manager

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Company website address: www.1800waterdamagemichigan.com

Company History? Years in Business? 7 Years in Business. Fred and Lisa Arthur (owners) have raised five children in Brighton and have been in the community for almost thirty years. Fred was in the software industry working for IBM, Compuware, and various startups and the entrepreneurial spirit drove them to start a business. They started with a staff of 2 ½ and now have over 20 people in the company. They have been one of the top two franchises in the country for the last 4 years running.

Products or Services: Water/Sewage Removal - Flood Restoration - Fast Drying of Structures - Mold Remediation - Fire and Smoke - Carpet Cleaning

Accomplishments most proud of: Certainly being one of the top franchises consistently is something we are very proud of. We are proud of our team and the kind of reviews we regularly receive. Our customers really like our team. And, we get to save the day everyday. When our customers are overwhelmed, we come in and just take care of it and that's a great feeling to be able to help so many people. Lastly, we took a team down to Houston and helped out with the damage caused by Hurricane Harvey. It was quite a sight to see so much devastation. It takes a herculean effort from companies all around the country to help out in these situations. We were honored to be a part of it.

Greatest obstacles/challenges: Our greatest obstacles and challenges have always been keeping good people. Our jobs are demanding, and the entire business in "on call". We generally never know when we are going to get business, so our guys have to be on call and ready at a moments' notice. We try to create a great work environment and we work hard to make sure we aren't burning people out. We have a great team, and we pay them well.

What do you foresee in the future for business: We have enjoyed tremendous growth for our company. Our goal is to be the premier water damage restoration and mold company in southeast Michigan. We see continued growth and are always looking for honest, friendly, hard working people to join our team.

How does the chamber help you? The chamber is great about getting our name out with all of their functions, including the meet and greets. So much of our business is about word of mouth referrals, so this is always a big help.

When not working? When not working, we enjoy movies, going up north, four wheeling, drinking wine (not while 4-wheeling), and being with our adult kids whenever we can be.

