



TSC
RESTORATION, INC.

LIC. # 792670

GENERAL CONTRACTORS

About TSC Restoration, Inc.

TSC Restoration began serving the greater San Diego community in 2001. The company specializes in flood and fire restoration, sewage mitigation, mold remediation, full service construction and remodels, helping home and business owners recover from damage caused by water, fire and mold.

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TSC Restoration Fact Sheet

Company: TSC Restoration, Inc.
President: Ron Berry
Founded: 2001
Address: 8402 N. Magnolia Ave. Suite C
Santee, CA 92071
Phone Number: (866) 596.3888
Web Site: www.tscrestoration.com

History:

TSC Restoration was founded in March 2001 by President and Owner, Ron Berry. Having worked in the flood, fire and mold industry in San Diego for more than twenty years, Berry started TSC Restoration using his expertise and experience in remediation and reconstruction. TSC is an acronym for Berry's immediate family - son Tommy, and daughters Shalynn and Christina.

In the early stages of business planning, Ron and his wife Shari struggled to get the appropriate contracting permits from the State. Having taken a loan out from the bank, the couple was dismayed to learn that a long waiting list at the Contractor's Board could delay the permit process for up to eight months. With a family to support and the start-up costs of a new business piling up, Berry knew that he would need his contracting permit to go through quickly so that he could start booking jobs and servicing customers.

After several frustrating starts-and-stops with the Board, Berry finally reached out to local Senator Steve Peace for help pushing his application through. Peace was out of town but a woman in his office heard Berry's story and played guardian angel to the family. She personally called Senator Peace encouraging him to approve the bid. He did, and the very next day, TSC Restoration was in business.

Every year Ron and his wife send the woman a bouquet of flowers in thanks for her help in making their company a reality.

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Customers:

TSC Restoration services home and business owners whose property, assets and/or valuables have been damaged by flood, fire or mold. Since 2001, TSC has worked on more than 10,000 projects in the San Diego area and has a solid reputation in the market for superb customer service. They work with individual homeowners, small business owners, property managers, large corporations and retail stores, municipality buildings (schools, fire stations, etc.) and in warehouses.

Services:

TSC Restoration provides a 24-hour emergency hot line for all of their services. The company's goal for each and every call is to provide fast, effective and efficient response to an emergency. Typically, a certified technician can arrive on site within sixty minutes.

Mold Remediation: TSC Restoration will contain areas affected by mold before extracting air and material samples for testing. Once testing is complete, technicians will locate the source of moisture that created the problem and remove and repair all areas affected by mold. Contaminated furniture, appliances and equipment can be removed, cleaned and treated to remediate the mold damage.

Water Damage: The first step in water damage recovery is to extract all water from the affected area. TSC's technicians can treat carpets, appliances, electronics, fine furniture and valuable documents. Drying equipment is used to ensure that the entire area is thoroughly dried. Once these steps are completed, TSC can repair any structural damage, repaint walls, clean and reinstall carpets and drapes, and restore furniture and other personal items.

Fire Damage: Fire can cause devastating losses. The TSC team begins immediately by securing the damaged property and working with estimators and superintendents to create a plan for property and asset recovery. Next, the TSC team will work with insurance adjustors to assess the damage and determine the scope of repairs. Teams of TSC technicians simultaneously begin working on structural damage, cleaning and removing smoke odor and soot, and restoring all assets and valuables possible.

Additional Services: TSC can provide itemized and secure storage, content cleaning, content restoration on or off site, deodorizing, full reconstruction, interior and exterior structural cleaning



Testimonials:

"Thank you for your service in arranging restoration of our home after being damaged by flooding. The situation is stressful enough when a home has been damaged and needs to be repaired quickly and professionally. Your prompt, courteous service put us at ease and helped put the best face on an otherwise unfortunate situation." *Mark A. Lawson*

"I want to let you know how pleased I am with the manner in which TSC Restoration has assisted us with our [water damage] problem. I will not hesitate to refer you to others who may need your assistance." *Paul Hering*

"We would like to thank TSC Restoration for the emergency service work they have performed for the San Diego City School District over the past years. We have worked with TSC since June of 2003. During this time he [President Ron Berry] and his staff have provided excellent customer service and response time to our emergency service needs, no matter how large or small." *Steve Barnes, Maintenance and Operations Department, San Diego City Schools*

"I wish to thank you for all your help in getting my home back in order and for being so responsive, professional and conducting yourself with integrity. I sincerely appreciate your efforts." *Patricia Munoz*

Revenue:

- 2001 Revenue: \$2.1 Million
- 2002 Revenue: \$4.2 Million
- 2003 Revenue: \$8.4 Million
- 2004 Revenue: \$10 - 11 Million

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Ron Berry **President, TSC Restoration**

Ron Berry, President of TSC Restoration, is more likely to be interacting with home and business owners who need help with their flood, fire or mold problems than he is to be behind his desk. Berry sees his role as President of the company in an unconventional light. "Direct interaction with the customer and being able to help them when they are in need, is one of my favorite parts of this job," Berry notes. "Providing that level of service is why I started TSC Restoration in the first place."

The construction, remediation and restoration industry has been a Berry-family tradition for decades. Ron's father worked as a contractor in the business for over 30 years and Ron learned a great deal about the industry under his mentorship.

After attending San Diego State Berry worked for fifteen years as a project manager at an insurance restoration company, and later worked for 5 years as the Vice President of Construction at J&M Keystone, Inc. where he was responsible for day-to-day operations and sales of the company's construction division. During his tenure at J&M, Berry observed that there was opportunity in the industry for a company that was driven by customer service, and in which all the different divisions (mold, construction and flood) worked collectively.

In 2001, Berry started TSC Restoration, with each letter in the business name reflecting a member of his family: son Tommy, daughters Shalynn and Christina. As President, Berry is responsible for the day-to-day operations of the company and leads the strategy of the growth and direction of the business. In addition, he provides leadership and mentorship for his team of employees. When asked how to best motivate his staff, Berry's answer is simple. "Respect your employees and keep good lines of communication open. They just want to know that they've done a good job, that their opinion is heard and valued, and that they know what is going on in the company."

It has been five years since TSC Restoration serviced their first customer, and Berry couldn't be happier with the results of his efforts. "I saw an open door in the industry and walked right in. TSC Restoration has raised the benchmark for levels of service and we will only continue to push that bar higher."

Berry lives in Blossom Valley with his wife, son and two daughters.

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TSC's staff of field technicians and customer support representatives have decades of experience in the reconstruction and remediation industry, and each TSC employee believes in the company's core values of quick response time, honest estimates and superb customer service.

President and owner Ron Berry started TSC Restoration, which is named after his son and two daughters, Tommy, Shalynn and Christina, after working in the industry for over twenty years. Berry saw an open niche in the remediation and reconstruction market for a company that was driven by customer service, not bottom-line profit. He opened the doors to TSC in 2001 based on the vision that the company would differentiate itself from competitors by building a reputation of customer service that was unparalleled in the industry.

And that is exactly the reputation that Berry and his staff of twenty-two employees have created. In five years, TSC Restoration has completed over 10,000 projects. They have amassed an inventory of equipment that enables the company to arrive on site, assess the damage and put together a remediation or reconstruction plan quickly.

Unlike many competitors, who often contract their services and equipment to other vendors, TSC is able to offer a "one call does it all" service package. They have the knowledge and manpower to take customers through the entire process, from water extraction and mold remediation to full repair. Customers receive complete service for an emergency with one phone call, including insurance billing, free estimates, and 24 hour emergency phone service.

TSC Restoration also stays ahead of the pack by keeping up with the latest technologies and innovations in the industry. Technicians receive ongoing training and certification for new equipment, like the thermal imaging camera that TSC now uses for assessing water leaks and damage. The camera is a non-invasive way of testing for water damage effects or potential "wet

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spots” where damage could occur. TSC technicians were trained on how to use the camera and now have the equipment available for use.

TSC offers the newest technologies, provides a team of trained field technicians, has available a surplus of equipment, and services each customer with the highest level of rapid response, honesty and experience. It is these core business practices that have made the company a success today and will continue to grow the business in the years to come.

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