

# ARS Restoration Services Works in Concert with Berklee College of Music to Ensure Minimal Disruption to Faculty, Staff and Students

As Assistant Vice President of Facilities at the Berklee College of Music for the past 12 years, Kevin Anderson understands the critical importance of keeping his 30 properties up and running to ensure the seamless execution of classes, meetings and activities for students, faculty and staff year-round. With a staff of six managers and 50 staff positions and responsibility for several outsourced cleaning and maintenance service firms, Kevin has confidently relied on ARS Restoration Specialists for the past 8 years. From water damage to asbestos removal, ARS has addressed all of Kevin's critical property remediation needs in a timely and professional manner.

## **From Water Damage to Asbestos Removal, ARS Delivers**

While services have varied over the course of the relationship, Kevin recalls two important incidents when ARS rose to the occasion quickly to efficiently return Berklee facilities to good working order. In one of the college's main kitchens, a walk-in freezer was emitting a foul odor and the source couldn't be identified. As a result, the kitchen needed to be shut down until further notice, impacting the college's food delivery service. Kevin contacted his ARS representative who responded within the hour. Upon arrival, the ARS crew identified that significant water build-up below the freezer created potentially hazardous mold. Immediately, the crew expertly removed the dangerous mold, addressed the water damage and repaired the flooring to ensure the freezer was back up and running within a couple days.

The college Presidents' office is located on Boylston Street, right in the heart of Boston. On another incident of note, Kevin and his team were chartered with repairing and replacing the building's roof. Throughout the course of this project, debris fell down to the sixth floor and into the President's office. Along with the debris came musty, moldy odors forcing the President and his staff to leave early from the building one Friday afternoon. The source of the odor was not obvious and Saturday morning, Kevin called on ARS to assess the situation and quickly address the problem to ensure the college's leadership team was back in the office on Monday morning.

"I was so impressed with the ARS team that day. They showed up, on a Saturday no less, with a full crew, quickly began removing debris, identified the source of the odor, addressed the mold issue and put

the office back together in perfect working condition. On Monday, it looked as though nothing ever happened. ARS' customer service, communication and professionalism is unmatched. I sleep better at night knowing I can count on them always."

## **ARS Lends a Hand – Beyond Restoration & Remediation**

Not only does ARS provide comprehensive restoration services, the company hosts a variety of training sessions each year on topics ranging from updated OSHA requirements to preparing for winters harsh weather. Kevin appreciates that ARS provides ongoing professional development opportunities not only for himself but for his staff, above and beyond their suite of services.

Kevin notes that typically if he calls upon ARS, it's because he is facing a time sensitive and potentially hazardous situation. As a result, there is little to no downtime and expediting remediation is critical. ARS has consistently delivered on every project for the Berklee College of Music over the past 8 years. Because of this timely, friendly and efficient customer service, Kevin continues to appreciate his trusted partnership with ARS.

"There are other remediation service providers in the industry we could use but we are loyal to ARS because they are not only experts in the field, they also understand the power of building a personal relationship with their customers. Not to mention all the good work they are doing on the charitable giving side. It makes me feel good to know we are working with a company that cares as much about their customers as they do about giving back to the community."

## CASE STUDY

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