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Brook Restoration puts customer service first

Getting your property restoration done right and done safely is important. But so too is working with a contractor you can trust to leave a positive impression on your residents.

Think about it this way. If your home needed repair, what level of professional conduct and behaviour would you expect of any worker you let through the door?

It's a point of customer service not lost on the team at Brook Restoration. The award-winning Brook team includes more than 300 skilled craftsmen, dedicated labourers and strategic managers available to provide service anywhere in Ontario from its offices in Toronto and Ottawa.

In addition to training its people above industry safety standards through its own certified school, Brook makes every effort to ensure its employees make a good impression on the job site.

"The personal safety and comfort of residents matters to us," said Gary Roodman, Brook's Ottawa General Manager. "For every project, we make certain the personality of our team is a fit for the character of the building."

It's an approach that starts with the simple things, like no catcalling or swearing, wearing proper gear and company colours that are in good repair, and showing respect. That respect extends to each other and how foremen manage their teams, as well as to a client's staff and residents.

The other side of this equation is communication.

"Part of making the grade to be a foreman or supervisor at Brook is having the interpersonal skills and sensibilities to present a proper image for the company and ensure everyone feels comfortable, no matter the situation," Roodman said.

Making the grade with Apollo

Apollo Property Management manages thousands of condo units across Ottawa. Brook recently completed exterior work for Apollo at two 28-storey luxury high-rises in Centretown. The Brook team replaced weathered caulking throughout the exteriors of the buildings for all windows and precast concrete panels.

"We have exposure to a multitude of suppliers," said Jim Soares, a Property Manager with Apollo. "Brook stands out in terms of its customer service, willingness to accommodate ability to work with our staff at all levels and the professionalism of its people on site. They look at the relationship for the long-term, not just to the end of the current project. And they are very responsive any time we have a question or concern."

Open communication at Chateau Vanier

Chateau Vanier on McArthur Avenue is a condo community that includes three towers. Here, the project was about as loud and messy as an exterior job can get – balcony repair. The Brook team removed deteriorated concrete, cleaned reinforcing steel, installed new concrete and applied protective waterproofing material.

“Brook was very easy to work with and communication great, which I’ve found is quite rare with contractors,” said Property Manager Melanie Pilon. “Every day the foreman would keep me in the loop and advise me of any complaints or issues I would have to communicate to our residents. This willingness to work with us meant there were never any bad surprises. Brook’s workers treated the property like it was their own home and understood the people who live here.”

Find out more

To discuss your project needs, visit www.brookrestoration.ca or call Gary Roodman at 613-796-9913