

# Window Cleaning

# Waterproofing & Restoration

## Anticipating Our Clients' Changing Needs

Over Valcourt's 25-year history, our window cleaning clients' needs have greatly evolved. Our continued success has been rooted in the ability to anticipate and serve their changing demands.

Building owners and property managers today rely more than ever on their window cleaning providers. With technological advances in insulated glass, and glass restoration needs and processes, as well as industry safety and compliance issues, window cleaning is not just about removing dirt from glass surfaces as inexpensively as possible.

Over the years, "value" and "diversification" have become essential words for every service provider to embody. Clients now expect more.

**Valcourt's continued investment in safety and training has been the catalyst for maintaining expertise in proper high-rise access for all types of properties while providing the best and highest levels of service.**

Working in a largely unregulated industry in an increasingly litigious society, Valcourt created a fully dedicated Compliance Department, second to none, to help keep its workers safe and protect its clients from liability. Valcourt also invested heavily in specialized managers in Sales, Compliance, Customer Service, and Operations who provide the speed of service and expertise that has become essential for highly successful companies in the new age of specialization.



One role that we have taken on more over the years is that of education and guidance for our clients. The company has always had a strong commitment to educate the marketplace. Valcourt recently began offering a series of educational Webinars on a wide range of topics, from proper glass stain removal to window cleaning safety and liability.

With five window cleaning branches from New Jersey to Georgia, the sharing of ideas and best practices between offices is of great benefit to both Valcourt and its clients. As an example, when adding services such as bird proofing, the knowledge and success shared by one branch allows other branches to excel for their individual clients.

Heading into the next 25 years, Valcourt remains dedicated to providing clients with the most value-added window cleaning maintenance programs possible to preserve their investments, mitigate their liability exposure, and provide steadfast peace of mind.

## Maintaining Partnerships Over the Years

Valcourt's expansion into the restoration and waterproofing business was a direct result of partner clients asking for our help with their water intrusion issues while Valcourt's crews were on their building washing windows. Our clients understood the importance of having a company familiar with working on occupied structures performing their exterior restoration. Today Valcourt is still listening to their suggestions and our business continues to improve as a result.

The Valcourt Waterproofing Division was established in 1996 when Valcourt purchased All American, Inc. of New Jersey. All American, started by Stan Wellinsky and Ron Pilla in 1989 while still in college, grew from window washing to waterproofing. Today, still led by Stan and Ron, the New Jersey waterproofing branch has grown from performing small sealant work to multi-million dollar complex masonry and façade restoration work for many of the original clients.



With expansion into D.C. and Florida, Valcourt was now able to support its clients from Maine to Miami. The company's team of professionals includes individuals with various credentials – among them general contractor, roofing contractor, and certified applicators of all the major product lines – who are licensed in more than 10 states. Having a large group of professionals to lean on means that all clients get the benefit of the entire team's expertise. Southeast Executive Vice President Cal Duncan states, **"Each project goes through a comprehensive peer review process where each branch assesses all projects. Clients don't see this part of our business, but they really benefit as we make sure we can deliver the projects as promised. The synergies that exist in all our operations ensure that we are providing consistent results."**

"We have enjoyed taking an active role in the improvement of our industry. We are not the type of company to sit on the sidelines," says Stan. In 2006, Stan became the president of the Sealant, Waterproofing and Restoration (SWR) Institute. Ron, now President-Elect, will assume that responsibility in 2012. In addition, over these past 25 years Valcourt's waterproofing professionals have worked directly with the industry's leading manufacturers on product development.

Valcourt is proud to have many of the same partner clients that it had in the company's beginning, and looks forward to continued friendships and partnerships for another 25 years.

**November 17, 2003** - Valcourt expands its Window Cleaning Division to Richmond, Virginia, with General Manager Derek Dabbs

**January 1, 2011** - Valcourt expands its Waterproofing/Restoration Division into the Delaware Valley region led by Dan Dvorak

2003

2004

2005

2006

2007

2008

2009

2010

2011

...s its Waterproofing/Restoration  
...ce in Bradenton, Florida, with

**March 1, 2007** - Valcourt expands its Window Cleaning Division to the Hampton Roads area with General Manager Jeff Bradley

**June 29, 2011** - Valcourt Building Services celebrates 25 years serving clients!