

# CASE STUDY



**Customer:** Springboro Baptist Church

## Services Provided:

- Plumbing
- Bathroom remodeling
- Flooring
- Drywall
- Painting
- Electric

### > Situation

Just after morning services had ended in mid-December 2019, we experienced a “brown-water” flood in a significant part of our facility. We placed a call to the city utilities department, then turned our attention to the immediate concern of getting clean-up underway. I wish we had known about the Premier Group at that point, but we were able to get a nationally known firm onsite within hours to begin the remediation process.

### > Solution

Early the next day we contacted our local insurance agent seeking recommendations for a company to provide the necessary repairs to the rooms damaged by the flood. He recommended the Premier Group and by the end of the day they made an onsite visit and began to direct us through the restoration process.

### > Experience

Our primary contact with Premier was Bobby Boyer. He along with the entire staff were by far the best contracting crew we’ve ever worked with. They maintained clear communication with our staff, and the men who worked in our building were respectful, polite, and extremely professional in every way. We were especially impressed by the way they minimized any of the typical construction mess and debris.

### > Result

Their work was completed in a timely manner and far exceeded our expectations. It is without reservation that I would recommend the Premier Group for all your remediation, renovation and construction needs.

