

SIDEBAR

Client: Brinks Services
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FOUNTAIN VALLEY PROPERTY MANAGER HAD CONFIDENCE BRINKS SERVICES “KNEW WHAT THEY WERE DOING”

When it comes to selecting a vendor, whether a plumber or an accountant, you want to be confident they know what they are doing.

Victoria Reed, property manager of Mt. Baldy Office Park in Fountain Valley, selected Brinks Services Investigation and Restoration, Inc., of San Diego to clean and restore the site's 50-year-old sewer system for just that reason – Brinks knew what they were doing.

“This was a big job,” says Reed. “400 feet of sewer line running beneath the front offices of our tenants. We needed a solution other than jack hammering the floors and the reason I selected Bill Brink's bid was because of his approach to what proved to be a difficult problem. Brinks' sewer camera revealed the pipe was not only clogged but a large section of pipe had deteriorated: there was no bottom to the pipe.

Reed says the Brinks' crew was very thorough in their analysis, very professional. “They went step by step, evaluating the situation with me as we went, applying a method that worked. At each step I felt very confident that they knew what they were doing.

“Actually, Bill Brink had to teach me about the processes and methods he used to reline or replace the pipes. Different methods were applied to different sections. He was patient and answered all my questions.”

“I was very satisfied with the end result.”

Reed observes the task was not an emergency, but fairly urgent. “It was a four-week job because of the scope of the work,” says Reed. “But the Brinks crew, as soon as they came on-site, did not stop. I was pleased to deal with the same people on the job from start to finish. The men were respectful and responsive to whatever I asked them.

“Handling the tenants was no problem either,” she continues. “We had no complaints or worry about who was around the building or what they were doing. Brinks' men handled the tenants' questions. When the job was completed they cleaned up and all was back to normal.”

Mt. Baldy Office Park is located at 18255 Mt. Baldy Circle in Fountain Valley. For more information, contact Victoria Reed at 949-752-2300. Brinks Services is located 7976 Engineer Road in San Diego. Contact Bill Brink at 619-283-9647. ###