

# For Mold and Other Damage, This Family Company Is Your FIRST CALL

By Jeanne Cotroneo Darrow

As one of the few certified biohazard specialists in the area, it's no surprise Mike Hogan and his team of department-of-health-certified technicians at First Call Restoration are busy Covid-19 disinfecting homes and commercial spaces, from small offices to those spanning thousands of square feet.

Hopewell Jct. residents Mike and wife Janice take great pride in serving neighbors with knowledge, compassion and professionalism through some difficult situations—and Covid is no exception.

First Call Restoration is a 24-hour, seven-days-a-week emergency flood/water, mold, sewage and fire/smoke restoration service, certified by the IICRC and the EPA for their standards of remediation. When an emergency happens at home, “the first thing you must do is mitigate the problem and call someone – immediately,” Mike explains. (The second call should be to your insurance company to get a claim number.) Mike and team take it from there. Clients take comfort knowing that Mike, who has 17 certifications to his name, has done 1,000+ mold jobs and 1,000 more fire and smoke jobs.



## SAFE AND HEALTHY HOMES

This family-owned operation got its start more than 20 years ago, when Mike started a carpet-cleaning business out of the back of his Subaru. He worked long hours yet invested time and money in advanced classes

“to learn everything I could to deliver a service like no other,” he says. “I became the consultant who could solve any carpet or upholstery problem. I had found the secret to that—to never stop learning.”

In 2005, he launched the water damage part of the business, making sure to learn from the most renowned innovator in catastrophe cleanups and water extraction. “We got started doing water jobs and along the way added fire/smoke, sewage cleanup and crime/death scene cleanup,” Mike says. From there, he expanded into mold remediation and became a Council Certified Mold Hygienist. Today, he's a leading mold consultant in the Hudson Valley.

“When there's water damage, secondary damage can appear in the form of mold, and it likes to travel,” explains Mike, who is an OSHA, IICRC, NAMP and PMII Certified Mold Remediator and NYS licensed mold assessor. “That's why you need an expert with the right equipment who knows how to use it properly. Our job is to fully dry the space, then make it clean, safe and healthy again.”

Mike is so confident in their ability to get the job done right, he says: “Give me any job you consider finished and I will guarantee I will find moisture left behind that is about to grow mold.”



## FIRST CALL TAKES CARE OF IT ALL

But don't just take his word for it. Hundreds of reviews from satisfied clients over the years have elevated First Call's reputation, which is built on honesty. “Integrity is worth more than money,” says Mike.

He and his team support clients every step of the way, especially when working with insurance adjusters. In fact, Mike, a Mold Assessment Instructor, trains home inspectors, other assessors and remediators on how to evaluate mold and interpret mold reports, including how to properly use equipment and follow protocols. They do so from their 3,000-square-foot unit in Poughkeepsie, where they will expand and build a flood house to train students from all over the East Coast.

Besides Mike and Janice, who runs the office, son Michael started in the business in 1996 and is now “my right hand,” says Mike. Several technicians complete the team. “I love my crew,” says Mike, who has hired several East Fishkill firemen who are hazmat trained. “Everyone has a heart of gold and treats each job with great care, as if it were their own.” ♦

