

Patriot Pest Solutions Supporting Local Businesses

By Denice Harrison, Co-Owner,
Patriot Pest Solutions

It's hard to believe that it has been over 12 years since we started Patriot Pest Solutions out of our home dining room in Royersford. It didn't take long for us to realize that we needed to get an office location that could hold our equipment, trucks and employees. The Trappe office fit the bill for five-six years and then we outgrew that office. These are good problems to have, but I sure do hate moving!!

Now, our new office is located in Limerick. The office space is larger, but more importantly there is plenty of parking for our trucks and equipment. It really does lift the morale of the team when you have a new and improved workspace. Once my office team picked out the paint color, **Brock from Professionality Painting** got busy painting the inside and outside of the building. It made such an improvement in the appearance both inside and outside.

The upstairs needed new flooring. I can always count on **Adam, owner of A&E Flooring** to get the job done promptly and professionally. Fortunately, we all have very similar taste in décor, so it was easy for us to make selections for flooring and paint.

A local handyman, **Eugene of Matgen Property Solutions**, handled many projects for us. We needed an organized area for the technicians to work and gather the products they need for the day. He installed safety railing down the basement steps and installed a mailbox — just to name a few projects.



The Signarama crew

Our phones system and computers needed to be wired and upgraded ... For the past 10 years I've counted on **Plus One Technology, Marc Umstead**. I would be lost without a reliable IT person to lean on. Technology is definitely not my forte'.

The new sign in front of the building is the work of **Phil White, and his crew at Signarama Limerick**. In addition to signage, they design all of our truck wraps. Again, Phil has been a long-term friend since we started the business...

Trust me, the list goes on...

Berkshire and Hathaway/Ed Curan — Collegeville

Demedio's Building Maintenance — Collegeville

Premier Radon Services — Pottstown
Father and Son Locksmith — Collegeville

Do you see a theme? ... SUPPORT YOUR LOCAL BUSINESSES and surround yourself with trusted advisors. I feel very strongly about supporting our



The new Patriot Pest Solutions office located in Limerick

local businesses who have likeminded owners. I've developed these friendships over the past 12 years while serving as a board member or chairperson at the local Chamber of Commerce, Springford Rotary Club and local BNI Chapters. Networking has been an invaluable instrument in growing our business and building relationships. Covid really put a 'dent' in our ability to network for two years. There are many people who have not rejoined the networking world yet. I too, am guilty of this, but it's a work in progress.

I've always been a proponent of "buying small" because it creates more local jobs and opportunities, not to mention that the tax dollars stay local and reenter the community.

When I work with local entrepreneurs, I get a level of service that I will not get from a large company.

For example, in our industry, Pest Control has become inundated with foreign-owned companies that have purchased market share (i.e., Local Companies). At times they may offer a slightly lower price point, but remember what your parents told you — "You get what you pay for." When your service is lousy, you will understand why that price was lower.

One positive aspect of local businesses is that they usually excel in Customer Service ... because they CARE! Their reputation is extremely important to them because it is personal. If a customer is not pleased with the level of service they receive, most owners want to rectify that situation. This is why there is such a focus on google reviews. At PPS we reward our staff when their customer posts a complimentary google review about their experience with them.

We are looking forward to our new home in Limerick and are thankful to have met so many like-minded professionals along the way.

For additional information, please call 610.489.5136 and visit PatriotPestSolutions.net.



Brock from Professionality Painting



Marc Umstead, Plus One Technology