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PROFILE: Paul Davis Restoration and remodeling

KATIE O'NEAL • NEWS-LEADER • JANUARY 27, 2009

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Owner: [David Harbison](#)

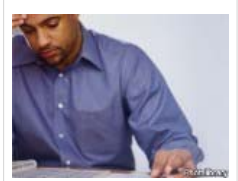


Harbison

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How the business got started: After 13 years in the aerospace industry in St. Louis, David Harbison decided it was time to make a change. He had always enjoyed working on structures and homes and helping people, he said. He started researching companies he could become a part of and ran across Paul Davis Restoration and Remodeling, an international franchise.

After more research and meeting one-on-one with Paul Davis franchise owners, Harbison decided restoration and remodeling was the niche he wanted to get into. He opened his first location in Springfield in 1992, but moved to Nixa in 1994 to accommodate the growing business. In 1995 the company moved into its current location, a 6,000-square-foot building that fits its needs and leaves room to grow.

About the business: The firm restores homes and commercial properties "from the roof all the way down to the driveway," said Harbison. If damage occurs or if disaster strikes, Paul Davis is there first and foremost, says Harbison, "to help people." Harbison's branch in Nixa is one of 230 locations worldwide.

Many of the projects the company does in southwest Missouri involve disaster recovery after a major flood or tornado. Paul Davis has a 24-hour emergency response service to help families pack up their belongings in a major catastrophe or help to dry out their homes and make them livable until Paul Davis can begin its construction work. For further information or to schedule a consultation, call the office to make an appointment.

The company has received many awards that Harbison is proud of, but his greatest achievement, he says, is the Presidential Award he and his employees earned in 2006 for outstanding service as a company. The president of the company handpicks the award recipient.



The presidential award won by local Paul Davis employees. (Katie O'Neal / News-Leader)

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Challenges: "There's only so much we can do at one time," says Harbison. "That's our greatest challenge." But, he adds, when you put yourself in the customer's shoes, it always helps.

Goals: Harbison says Paul Davis Restoration and Remodeling would like to continue to provide the service they are known for to the Southwest Missouri area. Says Harbison, "The main goal is to always put the customer's needs first."

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