

Jim Kessler:

You're talking about people that live in their home while all of this demolition and repair work is going on on the outside, and it's chaotic. There's nothing nice about it. There's no simple way to put it. You're living in an active construction zone, so having the right team that at least respects the fact that people live here is very important. And having a good contractor that can work with homeowners or deal with somebody that's got a dog or a cat, it's all important. We take these things for granted when we're doing new construction because we don't have to deal with them, but occupied remediation, this is somebody's home and we have to respect that.