

TOP AGENT MAGAZINE

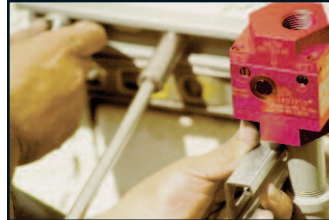
by Tinisha Landry

LGS Retrofitters: The Expertise REALTORS® Need to Bring Properties Up to Code

Since 1987, LGS Retrofitters has helped agents close their deals on time by bringing properties into mandatory compliance before the close of escrow. A virtual one-stop shop, LGS Retrofitters offers a team of seasoned and licensed code-compliance experts.

The team is comprised of 11 members, including four office support staff and seven technicians in the field. "Our technicians are well-versed in all retrofitting requirements," said Michael Christensen, owner of LGS Retrofitters. "From water conservation and smoke detector codes to water heater strapping, seismic gas shut-off valves, and more we do it all." Technicians are proficient in code requirements for all of Los Angeles County including the cities of Los Angeles, Beverly Hills, Santa Monica, West Hollywood, Malibu, Culver City, Inglewood, Glendale, and Burbank. The company's newly launched website, LGSretrofitters.com, offers easy-to-navigate pages that offer LGS's menu of services as well as current city ordinances, authorization forms, brochures and order forms.

For Michael, running LGS Retrofitters is the culmination of years of training and dedication to the profession. Mentored by his father who had been a plumbing contractor since the 1970s, Michael earned his plumbing contractor license in 1994, when the demand for earthquake valve installation was high. That same year, Michael launched the retrofitting division within PRC Mechanical. In 2007, PRC Mechanical merged with LGS Retrofitters, where Michael continues the legacy of a 23-year company. "I grew up in this profession and I know all too well that at the end of the day it all comes down to customer service," he said. "We give our customers a 100% guarantee on our work and our service. So if an agent isn't happy, we'll do the entire home for free. We stand behind that promise, but thankfully all of our agents have been pleased with what we provide." According to Michael, his company has three clients whose expectations he strives to exceed: the agent, the homeowner and the homebuyer.



and coffee, and leaves knowing he's equipped industry colleagues with valuable knowledge and resources that will help them navigate through the close of escrow.

"It's that type of customer service that sets us apart," said Michael. "We've got signs across our office that constantly remind us 'If You Don't Take Care of Your Customer, Someone Else Will.'"

Large companies know that LGS Retrofitters take that mantra to heart and consequently take care of customers' needs. Large corporate accounts that have been with Michael year after year give LGS 300 to 400 homes per year to retrofit. "They stay with us for a reason," said Michael. "We provide 24-hour service and we're all on Nextel radios, which makes us accessible at all times. We give our agents a two-hour window and then call them 30 minutes prior to arrival so our agents don't have to wait at the property all day."

It's that consideration and attention to detail that sets LGS Retrofitters apart and assures Michael that he and his staff are delivering exceptional customer service with a 100% money-back guarantee.

To learn more about LGS Retrofitters, log on to LGSretrofitters.com or call 1(800) 771-5971.