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> Mold, fire and water - oh my! Who do you call when disaster strikes?: Behind the Business with Bouchard Cleaning & Restoration in Hampden, ME

Mold, fire and water - oh my! Who do you call when disaster strikes?: Behind the Business with Bouchard Cleaning & Restoration in Hampden, ME

By [Better Business Bureau in Eastern MA, ME, RI & VT](#). September 27, 2022.

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Bouchard Cleaning & Restoration (*Getty*)

Bouchard Cleaning & Restoration in Maine to restore your most precious items after disaster strikes

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If you live in Maine, you might call what Bouchard nicknamed the “superheroes of super cleaning” at [Bouchard Cleaning and Restoration](#). Bouchard cleans and restores homes and businesses damaged by fire, smoke, mold and water. They provide deep cleaning services for biohazards, COVID, and more.

After 36 years, they’ve seen it all. Like the school that reopened after the pandemic, only to find dozens of laptops covered in mold after moisture made its way into a storage room. Or the book collector who came home after a vacation to find that her library--full of irreplaceable first editions--had been flooded when a pipe burst. Or the local artist whose handmade clay pottery and blown glass art was charred from a fire and covered in soot.

Bouchard Cleaning and Restoration has scrubbed, cleaned, disinfected, and restored thousands of times, salvaging the things that are most valuable to folks who are having possibly the worst day of their lives. “When you’re talking about grandma’s quilt, for example, not cleaning it is not an option,” explains Lara Clark, Marketing Director and daughter of owner Norman Bouchard. “Being able to save those precious items is huge. They can’t be replaced.”

Bouchard says they are able to bring top-tier industry contacts, training, and resources as a member of the nation’s largest network of independently-owned cleanup services. Their customers range from multi-story commercial spaces to rustic homes in remote parts of Maine and everything in between.

Founded in 1984, the company started small, offering carpet cleaning services in Northern Maine. Norman worked hard to get the business off the ground, quickly expanding into restoration services. By 2004, the company had tripled in size prompting Norman to break ground on a new, larger location. Along the way, daughters Lara and Lisa have been a part of the business. They started as teenagers, going out on calls with Norman.

“It was hard work,” explains Lara. “We went all over the state, meeting people in these devastating circumstances. I liked the challenge of taking the situation and making it better and helping restore their faith.”

One thing is clear: Maine has no shortage of disasters that drive the need for restorations. Coastal homes are vulnerable to water damage that leads to mold. Below freezing temperatures bring burst pipes, power outages, and damaging snow to the area’s homes each year. Not to mention the fires. “Heating with wood, there’s more danger with fires. They need somebody and they need it now,” Lara explains.

Bouchard Cleaning and Restoration carries its commitment to helping others through every aspect of its operations. Bouchard says they come prepared to provide whatever a customer needs to feel safe during a hard time. They bring in contractors, launderers, and other vendors that provide other critical services customers may need in the hours and days after a disaster. They use innovative equipment and techniques that optimize restorations, reducing the need to replace lost items and saving thousands of tons of furniture, textiles, and contents from entering landfills each year. They use environmentally-friendly products that are safe for plants, pets, and people.

The company’s reputation is bolstered by its advertising and social media efforts. Lara is excited to announce that they just signed on as “The Official Cleaning and Restoration Company” of the University of Maine Black Bears. Bouchard Cleaning and Restoration was also named Bangor’s Best Cleaning Service and Best Cleaning & Restoration Company by Market Surveys of America for seven consecutive years. “Maine is a great state to do business in. Mainers are strong, tough, resilient, and just sweet,” Lara gushes. “It’s the relationships with these people that make it all worthwhile.”

When asked how the family has stayed strong, working together for years in high-stress environments, Lara answers. “You have to find that passion. For me, it was realizing that we’re helping people at some of

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Norman has that drive that business owners have to just keep moving forward.”

For more information about Bouchard Cleaning & Restoration, check out their [BBB Business Profile](#). To learn more about BBB and read more stories like this, visit [Behind the Business Stories](#).

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