



The Helping Company

ROOFING · EXTERIORS · INSURANCE RESTORATION

CREDENTIALS & CAPABILITIES

A Restoration Partner Agents Can Trust.

Certified inspection, documentation, and Xactimate scoping that make property claims cleaner, faster, and easier for you and your insureds.

HAAG Certified Inspector

IICRC Master Water Restorer

IICRC Master Fire & Smoke Restorer

CertainTeed SELECT ShingleMaster

Who We Are

The Helping Company (THC Exteriors) is a roofing, siding, and exterior restoration contractor built around one specialty: doing insurance claims the right way.

Founded in 2019 and led by a second-generation contractor, THC pairs skilled field production with disciplined claims documentation. We inspect thoroughly, document defensibly, and scope in Xactimate — the same language carriers use — so that damage is captured accurately the first time and homeowners are restored to pre-loss condition.

Our team handles fire, water, wind, hail, and storm losses from first inspection through final invoice. We work alongside adjusters and agents, not against them, and we hold ourselves to certification standards well above the typical roofing contractor.

Services

- ◆ Roofing — repair, replacement, and full storm restoration
- ◆ Siding, gutters, and exterior envelope
- ◆ Insurance claims support: inspection, documentation & scope writing
- ◆ Fire, water & smoke damage restoration
- ◆ Supplement support and estimate reconciliation

EXPERIENCE

20+ yrs

in insurance restoration & exterior contracting

AT A GLANCE

Founded **2019**

License **PA HIC #149251**

Based **Reading, PA**

Leadership **Travis Frees, Owner**

SERVICE AREA

Berks, Lancaster, Lebanon, Lehigh, Chester & Montgomery counties, PA

What Sets Us Apart

These designations require testing, documented field experience, and ongoing standards — and they directly affect the quality and defensibility of what we put in front of an adjuster.

HAAG

HAAG Certified Inspector

HAAG ENGINEERING

HAAG is the recognized authority on roof damage assessment. A HAAG Certified Inspector is trained to distinguish genuine storm damage from wear and manufacturing defects and to document findings to a standard adjusters recognize — reducing disputes over causation.

IICRC

IICRC Master Water Restorer

INSTITUTE OF INSPECTION, CLEANING & RESTORATION CERTIFICATION

The Master Water Restorer is IICRC's advanced tier, earned by stacking multiple certifications with years of verified field experience. It signals proven command of drying science, moisture documentation, and category/class assessment on water losses.

IICRC

IICRC Master Fire & Smoke Restorer

INSTITUTE OF INSPECTION, CLEANING & RESTORATION CERTIFICATION

The companion Master designation for fire and smoke losses. It reflects mastery of soot and odor remediation, structural cleaning, and the detailed scope documentation these complex claims demand.

SELECT

CertainTeed SELECT ShingleMaster

CERTAINTEED

CertainTeed's highest contractor credential, held by a small fraction of roofing companies. It requires certified crews and demonstrated workmanship, and it unlocks the strongest manufacturer warranties available on the roofing systems we install.

How We Work a Claim

A repeatable, documented process is what keeps claims clean and moving. Here is what your insured experiences when they work with THC.

1

Certified Inspection

A HAAG-trained inspection of the roof and exterior to identify and confirm covered damage — separating storm loss from ordinary wear before a claim is ever filed.

2

Thorough Documentation

Photos, measurements, and field notes are captured with CompanyCam and organized in our CRM, building a complete, defensible evidence file for every loss.

3

Xactimate Scope

We write the estimate in Xactimate — the carrier's own platform — so scope and pricing line up cleanly with the adjuster's and nothing legitimate gets missed.

4

Adjuster Coordination

We meet the adjuster on-site, reconcile scope professionally, and submit supplements with documentation when additional covered damage is found.

5

Production & Restoration

Certified crews complete the work to manufacturer standards, and we close out with final documentation and invoicing that matches the approved scope.

Good for You, Good for Your Insured

When you refer a homeowner to THC, you are handing the claim to a contractor whose documentation and conduct reflect back on you. That is a responsibility we take seriously.

Fewer Disputes

Certified inspection and Xactimate scoping mean cleaner, better-supported claims — and fewer back-and-forth escalations.

Accurate Scopes

We document to the carrier's standard, so covered damage is captured correctly the first time without inflated or missing line items.

Professional Conduct

We work with adjusters, communicate clearly, and represent your referral the way you would want your name represented.

Happy Homeowners

Your insured is restored to pre-loss condition and kept informed at every step — which reflects well on the agent who sent them.

“Our job is to make your claim easier to approve, not harder to defend — and to make your insured glad they called you first.”

TRAVIS FREES · PRESIDENT & OWNER

LET'S WORK TOGETHER

Contact

Have a homeowner with storm, fire, or water damage? Send them our way — or reach out to talk through how we can support your book of business.

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LICENSE	PA HIC #149251

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