



Cougar Restoration Inc. Expands Emergency Water Damage Services to Tigard and Surrounding Portland Metro Communities

June 16, 2025

TIGARD, OR - June 16, 2025 -

TIGARD, OR ? June 13, 2025 ? Cougar Restoration Inc., a leading property damage restoration specialist in Washington County, today announced a major expansion of its 24/7 emergency water damage cleanup services. The company will now provide immediate, rapid-response crews to an extended service area beyond its Tigard base, including Portland, Beaverton, Hillsboro, Lake Oswego, Tualatin, and West Linn. This strategic expansion is a direct response to the increasing frequency of water-related property damage incidents in the region, driven by the Pacific Northwest's weather patterns, aging housing infrastructure, and a growing population density.

Water intrusion is one of the most significant threats to property integrity, causing immediate and long-term problems for homeowners and businesses. Events such as burst pipes, appliance failures, sewage backups, or storm-related flooding can lead to catastrophic damage if not addressed swiftly. The primary concern is mitigating initial destruction, but the secondary consequences are often more severe. Lingering moisture creates an ideal breeding ground for mold and mildew, which can compromise structural materials and pose serious health risks to occupants. The necessity for a fast, professional response cannot be overstated, as a

delay of even a few hours can dramatically increase the scope of the damage and the complexity of the restoration required.

Cougar Restoration Inc. addresses these emergencies with a highly organized and systematic approach. The process begins with an immediate dispatch of certified technicians to the affected property. Upon arrival, the team conducts a thorough assessment to identify the source of the water and determine the extent of the damage. The first priority is water extraction, for which the company utilizes powerful, industrial-grade pumps and vacuums to remove all standing water. Following extraction, the focus shifts to a meticulous drying and dehumidification process. This involves deploying specialized equipment, including high-velocity air movers and dehumidifiers, to remove residual moisture from structures like drywall, wood framing, and flooring. The company's technicians closely monitor the drying process to ensure the property is returned to its pre-damage condition, preventing the onset of mold and rot.

The company's owner, Brian Thomsen, commented on the firm's service philosophy and the reason for the expansion. "When a homeowner is dealing with a flood in their property, it's an incredibly stressful and disruptive event. The team at Cougar Restoration understands that its role extends beyond technical cleanup; it's about providing reassurance and clear guidance during a difficult time. With over three decades of collective experience in the construction and restoration industry, the team has a deep understanding of how buildings are put together and how water can affect them. This expansion allows the company to bring that expertise to a wider circle of communities around Tigard. The objective is to manage the entire process efficiently, from the initial emergency call to coordinating with insurance providers, making the experience as seamless as possible for the property owner."

A significant component of the service provided by Cougar Restoration is its experience in managing insurance claims. For many property owners, navigating an insurance claim is an unfamiliar and often intimidating process. The team at Cougar Restoration acts as an advocate for the client, providing the detailed documentation, photographs, and moisture readings that insurance companies require to process a claim efficiently. This comprehensive documentation supports the claim and helps ensure that all necessary repairs are covered. This alleviates a major burden from the homeowners, allowing them to focus on their family while the professionals handle the complexities of the cleanup and the associated paperwork.

The service expansion into key surrounding cities, including Portland, Aloha, Beaverton, Gresham, Hillsboro, Lake Oswego, and Tualatin, among others, ensures that more residents and business owners have access to a local, highly responsive restoration team. Being local means a faster arrival time, which is critical in water damage situations. It also means the team is familiar with regional construction styles and the specific environmental factors of the area. This commitment to community and customer satisfaction is the foundation of Cougar Restoration's business model, aiming to restore not just properties, but also peace of mind.

Cougar Restoration Inc. is a full-service property damage restoration company based in Tigard, Oregon. With over 30 years of combined experience in the construction industry, the firm specializes in 24/7 emergency water damage cleanup, mold remediation, sewage cleanup, and smoke damage restoration. The company serves residential and commercial clients throughout the Portland metropolitan area and surrounding communities. Cougar Restoration is committed to providing prompt, professional, and compassionate service, helping clients navigate the restoration process with integrity and transparency.

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Cougar Restoration

Cougar Restoration offers Water, Mold, Smoke, and Sewage Damage Cleanup Services throughout Portland Metro, Oregon. Our staff has more than 30 years of experience in the construction industry.

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