SERVPRO of Muskegon Celebrates 13th Anniversary of President Joshua Ingersoll's Tenure in Restoration Industry

December 22, 2025

NORTON SHORES, MI - December 22, 2025 -
SERVPRO of Muskegon marks the 13th anniversary of President Joshua Ingersoll's entry into the SERVPRO network, which occurred in December 2012. This milestone highlights the sustained involvement in property restoration and cleaning for communities in Muskegon, MI and throughout western Michigan.

Ingersoll began his career at a SERVPRO franchise in Flint, Michigan, where he performed initial fieldwork tasks. His role involved direct participation in cleanup operations following property damage incidents. Over time, Ingersoll progressed through various positions within the organization, gaining experience in different aspects of restoration work. By 2017, he advanced to ownership status, acquiring stakes in multiple franchises, including SERVPRO of Muskegon. This career trajectory demonstrates a comprehensive understanding of the restoration process, from on-site labor to managerial oversight.

SERVPRO of Muskegon provides restoration services for properties affected by water damage, such as that caused by flooding, leaks, or burst pipes. The process typically includes water extraction, drying, and dehumidification to prevent further issues like mold growth. Fire and smoke damage restoration involves soot removal, structural cleaning, and odor neutralization. Mold remediation addresses fungal infestations through containment, removal, and preventive measures. Storm damage response covers impacts from severe weather events, including wind, hail, and heavy rainfall.

In addition to restoration, the company offers cleaning services. These encompass carpet and upholstery cleaning, which removes dirt, stains, and allergens. Air duct and HVAC system cleaning improves indoor air quality by eliminating dust and contaminants. Biohazard and crime scene cleanup handles hazardous materials safely, following regulatory protocols. Document restoration preserves important papers damaged by water or fire through specialized drying techniques. Odor removal targets persistent smells from smoke,

mold, or other sources. Vandalism and graffiti cleanup restores surfaces affected by unauthorized markings or damage.

The franchise serves several communities in the Muskegon area, including Muskegon, Fruitport, Whitehall, Montague, Ravenna, Twin Lake, Norton Shores, Cloverville, and North Muskegon. Operations run 24 hours a day, seven days a week, to address emergencies promptly. This availability ensures that property owners receive assistance during off-hours, weekends, or holidays.

Certifications form a foundational element of the company's approach. The firm holds IICRC Certified Firm status, indicating adherence to industry standards. Technicians possess various IICRC certifications, such as Water Damage Restoration Technician (WRT), Applied Structural Drying Technician (ASD), Fire and Smoke Damage Restoration Technician (FSRT), Applied Microbial Remediation Technician (AMRT), Odor Control Technician (OCT), Carpet Cleaning Technician (CCT), Upholstery and Fabric Cleaning Technician (UFT), Health and Safety Technician (HST), Carpet Repair and Reinstallation Technician (RRT), Color Repair Technician (CRT), Floor Care (Hard Surfaces) Technician (FCT), Leather Cleaning Technician (LCT), Rug Cleaning Technician (RCT), and Commercial Carpet Maintenance Technician (CMT). Staff also complete OSHA 10-hour General and/or Construction Industry Training Programs, Employee Certification Training Program (ECTP), and Lead-Based Paint Activities and Renovation (RRRP) requirements.

Ingersoll himself maintains multiple IICRC certifications, which support his leadership in guiding the team through complex projects. These qualifications ensure that restoration efforts align with established practices and safety guidelines.

"The progression from fieldwork to ownership has provided insights into the practical aspects of restoration, allowing for informed decision-making in operations," said Joshua Ingersoll, President of SERVPRO of Muskegon.

Co-owners Dean M. Dingman and Eric D. Chesser contribute to the management of the franchise. Their combined efforts focus on maintaining service standards across the locations they oversee.

SERVPRO of Muskegon also extends services to include construction elements post-restoration, such as roof tarping and board-up to secure properties immediately after damage. Specialty cleaning covers leather items, hard surfaces, and commercial carpets, addressing specific needs in residential and commercial settings.

Ingersoll's initial experience in the Flint franchise involved hands-on tasks like water extraction and debris removal. This foundational work built his knowledge of equipment usage and safety protocols. As he moved into supervisory roles, he oversaw teams on larger projects, coordinating with insurance providers and

property owners. The transition to ownership in 2017 expanded his responsibilities to include business development and team training.

The company's philosophy emphasizes minimizing disruption to daily life for affected individuals and businesses. Restoration processes aim to return properties to their pre-damage condition through systematic approaches.

"Continuous training and certification updates equip the team to handle emerging challenges in the restoration field," added Joshua Ingersoll, President of SERVPRO of Muskegon.

Home restoration and cleaning services in Muskegon, MI, represent a core component of the franchise's offerings. These services assist residents and business operators in recovering from incidents like water intrusion, fire events, mold proliferation, and other property damages. The methods employed prioritize thorough assessment, efficient execution, and compliance with health and safety regulations.

As an independently owned and operated entity within the SERVPRO Franchisor, LLC network, SERVPRO of Muskegon accesses national resources while delivering localized service. This structure allows for scalability in response to large-scale events, such as regional storms.

The franchise has established connections within the communities it serves, fostering relationships with local authorities, insurance companies, and property management firms. Customer interactions often highlight the team's communication during restoration projects, providing updates and explanations throughout the process.

This 13th anniversary reflects Ingersoll's long-term commitment to the industry. His journey underscores the importance of experience in navigating the complexities of property restoration.

SERVPRO of Muskegon continues to specialize in cleanup and restoration for properties impacted by water, fire, smoke, mold, sewage, biohazards, and vandalism. The objective remains to facilitate recovery with minimal impact on routines.

The broader SERVPRO network supports franchises like Muskegon with standardized training and equipment. This backing ensures consistency in service delivery across different locations.

Ingersoll's leadership has guided the franchise through periods of growth and adaptation to industry changes. Ongoing education remains a priority, with team members participating in regular certification renewals and skill enhancements.

The anniversary also aligns with reflections on the evolution of restoration techniques over the past decade. Advances in drying technology and mold detection have improved outcomes for property owners.

SERVPRO of Muskegon operates with a focus on community support, responding to both small-scale residential needs and larger commercial requirements.

###

For more information about SERVPRO, contact the company here:SERVPRO of MuskegonEric Chesser (President)(231) 733-7601mrand@servpro10647.com4075 Airline Rd, Norton Shores, MI, United States, 49444

SERVPRO

SERVPRO of Muskegon is your local experts dedicated to minimizing the disruption caused by unexpected disasters.

Website: https://www.servpro.com/locations/mi/servpro-of-muskegon

Email: mrand@servpro10647.com

Phone: (231) 733-7601