



## NADCA MEMBER Marks 50 Years of Service

**W**ith swiftly changing markets and the constant advent of new technologies business longevity can be harder than ever to achieve these days. One company that continues to thrive and persist, however, is Lansdowne, Pennsylvania's Interior Maintenance Company (IMC) – a business whose dedication to hard work and family values has enabled them to answer the challenges of the new age and continue to meet their customers' HVAC (and other) cleaning needs. Longtime NADCA member, IMC, turns 50 this year and in order to celebrate this amazing achievement, their silver anniversary, we caught up with Matt Mongiello who, along with his older brother Chuck, owns and operates IMC.

### How did Interior Maintenance Company get its start?

In the early 1970s my father Chuck, an entrepreneur and summer sports camp director, was introduced to a local bank that hired him to clean their carpets and provide them with daily custodial cleaning. One bank soon turned into several, and a nearby private school, so that my father was compelled to hire a staff and, in 1973, Interior Maintenance Company was born.

My father and mother, Maria, ultimately moved the company out of our house's garage in 1979

and relocated to a small office in Havertown, Pennsylvania where the business continued to grow by securing janitorial services contracts for more banks, schools and large office buildings throughout Philadelphia and beyond.

### When did IMC move into HVAC cleaning?

Feeling the strain of increased state taxes and declining commercial real estate values in 1990, my dad decided it was time to diversify IMC's services and identified air duct cleaning as a good field to extend out into. My brother Chuck and I, who were concurrently working at IMC while finishing our college degrees, agreed and the move was made. It proved to be a good one – by 1995 IMC had grown immensely and carved out its niche by providing quality HVAC cleaning services. Around that time we moved into the 20,000 square foot facility in Lansdowne where, along with our 80-plus employees, we continue to work to this day.

### What are some of your most memorable experiences at IMC?

Our reputation and industry knowledge has led to some extraordinary projects and opportunities over the years. We've been able to clean air conveyance systems at the National Security

Agency, the Baltimore National Aquarium and FAA airport towers as far away as Hawaii and Guam.

### What is IMC's guiding philosophy, how has it contributed to your success?

Our mission has always been to make a big business impression while providing our customers with that family-style, small-business feel. This leads to success because our customers know that if they have an issue or problem they'll always be able to communicate directly with me or my brother Chuck.

### Any advice for new HVAC cleaning companies looking to emulate IMC's success?

Focus on sales. Getting customers is the hardest part of this industry. You can always figure out the how but getting the phone to ring is much more difficult.

### What notable changes have you witnessed in the HVAC cleaning industry over the years?

The technology. It's been a huge time saver. Scheduling and keeping track of our customers and having the ability to generate almost instant photo reports have made things much easier. Years ago, it would take a ridiculous amount of time to take



Chuck (left) and Matt through the years

"before" and "after" photos and organize them into binders for our customers. Nowadays, our crew supervisors can create their own "before" and "after" photos on their phones to easily email reports to our customers almost immediately after a job is completed.

### Anything to add?

Chuck and I have worked in the family business all our lives. As teenagers we would supervise crews of workers many years older than us, and it taught us a lot about life, about working and about how to be a manager. Our mom and dad had a lot to do with that. Nowadays we are still learning about how to run our business and how to manage and motivate people. Our relationship with NADCA has been a huge part of that learning process from the very first Annual Meeting we attended in 1993. The friendships and relationships that Chuck and I have experienced meeting NADCA members from all over the world have been incredible.

NADCA congratulates Interior Maintenance Company on their 50th anniversary and wishes them many more excellent years to come! ●



Chuck Sr. training in the '90s