

When it comes time for you to have your carpets cleaned, we know that you have many companies from which to choose at your disposal. From long-established companies to the fly-by-night “rug suckers” that offer 3-room specials for nearly no cost, we know that your options are practically endless. If you’ll give us just a few minutes of your time, hopefully, we’ll help make that decision a little easier for you the next time you need to make that agonizing choice.

In 1989, a former high school agriculture teacher and a former dental receptionist married and formed a small janitorial company in Pittsburg, Texas. Within 2 short years, that small janitorial company had expanded to 125 employees working in three states seven nights a week! After a few years, and the birth of their two sons, the couple, Hank and Karla Gilbert, decided to sell the business and downsize to cleaning only carpet and upholstery. They purchased the Rainbow International franchise for Smith County, received training from Rainbow, and embarked on their new business. Due to enormous franchise fees and little corporate advertising, the couple divested themselves from the franchise and set out on their own. In 1995, Professional Keepers Carpet and Rug Cleaners was formed. With Karla in charge of securing accounts and Hank performing the work, business began to really take off.

Building from their janitorial experience, Karla marketed heavily to the commercial firms in and around Tyler. Shortly after forming Professional Keepers, Karla landed East Texas Medical Center’s commercial carpet cleaning account for 40+ locations throughout East Texas. To date, they remain one of our largest commercial accounts. Through working for several property management companies, as well as doing work for some of the best realtors in the area, their residential business also began to flourish. Thanks to their strong work effort and dedication to family, they were able to enjoy all of the school and college activities of their two sons, Peyton and Cody.

Besides being a family owned and operated business, they wanted to distinguish themselves apart from the other companies of the area. At a very early stage in their business, they invested in the very best equipment made for the industry as well as training necessary to perform the job correctly. Besides spending a week in the carpet mills in the Carolina’s to see how carpet was made, they visited with the management of those mills to get the preferred recommended methods of cleaning their carpets to ensure long life and maintain the carpet’s warranty. They became affiliated with the IICRC, the industry’s association that certifies and trains technicians, and companies, in all aspects of the carpet cleaning industry. To date, Hank, and his two sons maintain all of the IICRC certifications required and attend continued educational classes every year to update their certifications. Professional Keepers is the only company in the area that has IICRC certified technicians on every job every day.

In 2015, our oldest son, Peyton, joined Professional Keepers full-time. His brother, Cody, works part-time while attending UT Tyler, preparing to begin Pharmacy school next August. Professional Keepers can also brag that we are the only company in the area in which all of its technicians are college graduates (Hank – TAMU ’81, Peyton – TAMU, ’15 and Cody – UTT, ’18...Cody didn’t get asked to play golf for TAMU, so he played four years for UTT!)

With all this new energy in the company, Professional Keepers has expanded its residential and commercial business. Besides being the leading medical carpet cleaning company in the area, we

also work for two of the area's largest property management companies, several East Texas school districts and hundreds of homeowners. On September 1, 2017, we lost the true brains to our company when Karla lost a hard-fought battle with cancer at the age of 55. Before she left us, she reminded each one of us that she would be keeping an eye on us to ensure that we continued to provide a premier service and that we continued to grow.

So, the next time that you need your carpets cleaned, in your home or business, we hope that we've given you a few reasons why that choice should be a little easier to make. Besides carpet cleaning, we also clean upholstered furniture, ceramic tile and grout, and perform water restoration services. You can call our office anytime at 903-570-3613 for a free estimate. Check us out on Facebook and request to be placed on our monthly mailing list, each loaded with a special deal on one or more of our services. We promise to treat you just like family and to treat your home as if it were our own. We hope to hear from you soon!