COMING UP IN THE NEXT ISSUES OF CONTENTS SOLUTIONS

FLOODING DAMAGE
RESTORE NOT REPLACE

CONTENTS PROS
REDUCE LOSS

INTRINSIC VALUE
VS. ACTUAL COST

Provided By Your Contents Restoration Partner

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Communication is key to every restoration assignment. Not long ago we spoke with one of the most recognized large loss instructors in the U.S. He routinely managed jobs for which he created estimates for a million dollars or more per contract. And he explained that one of his techniques was to create a team atmosphere. He had daily meetings with the owners and adjusters on the cases in which he would go over what had happened the previous day, what would happen on the day of the meeting and any changes in schedule – that way the principals, the insurance company and his own project managers knew exactly what was expected and what had been accomplished.

But industry spokespersons, Barb Jackson CR, adds, “Not every adjuster wants that much involvement on a single mission. Some want an estimate, a scope and occasional phone calls if anything changes. Others want daily access to the digital photo inventory. And still others prefer emails, texts and faxes – they don’t want to be slowed down by interfacing with someone when they are looking to create solutions to seemingly impossible tasks.”

The contents manager has to know all the layers and levels of any given job – if they don’t, they don’t have answers when the adjuster calls. Knowing that the contents specialists are looking for ways to make them look good to their bosses and that they are willing to create solutions before any challenges are presented to them, gives the adjusters some “breathing room” on any given assignment.

Disgruntled insureds, disappointed supervisors and frazzled associates are the bane of the adjuster’s existence. But knowing that the contents pros are constantly looking for ways to make things better for everyone involved makes things easier for the insurance professionals.

Agents have been known to lobby for trained contents pros on most jobs because we can restore things that many companies wouldn’t even take time to consider – and that translates into contented customers, which in turn makes it far easier to get policies renewed when the time comes.

If you ever have doubts about the worth of a trained contents team, just ask several average contents firms whether they can handle specialty restoration such as preserving fine wines after a fire, or restoring wet electronics, or repairing damaged art – if they say “No,” give us a call.

We say, “Yes.” Then we adapt, create and proceed to make you look good to your customers by applying the veritable army of specialists we use when faced with seemingly impossible tasks.

We say, “Yes,” when others can’t or won’t. You can count on us, we won’t let you down.

The contents pros will, on occasion, encourage a homeowner and adjuster to discard certain items – mold covered clothing, plastic chairs that are warped by the heat of a fire, a couch that was clearly submerged in toxic floodwaters, medications that were exposed to flood, fire and smoke, etc.

But we never, never, never discard anything without the client’s permission (usually given with a signature on proper forms).

Cleaning crews on the other hand, have been observed discarding valuables, medicines, artworks and more without proper disposal authorization – on numerous occasions.

The contents pros are not “cleaning ladies.” They are trained professionals with protocols, procedures, rules and codes of behavior. When you hire us, you hire our expertise. We don’t make those sorts of mistakes because our processes and practices preclude it – every day, on every job.