CONTENTS SOLUTIONS

THE GO-TO GUIDE FOR PERSONAL PROPERTY RESTORATION

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NO TEAM QUITE LIKE THE CONTENTS PROS

ALTERNATIVES HELP CREATE PEACE FOR ADJUSTERS

ADJUSTERS WANT TO KNOW

Provided By Your Contents Restoration Partner

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NO TEAM QUITE LIKE THE CONTENTS PROS

An experienced team of contents specialists can save more of your client's treasured items than any other profession – which reduces expenditures by the carrier, reduces the adjuster's bottom line and increases the opportunity for the agent to get a policy renewal. No one else can say that – not the electricians, not a cleaning crew, not movers, not even structural workers can restore valued items so cost effectively. We have higher "save rates" at dramatically reduced expenditures. It's just that simple.

The contents pros' photo inventory process allows you to see at-a-glance, the important items, the scope of the job, in addition to before and after indications of damages and repairs. It even gives the owner, the adjuster and the agent a strong "map" of where everything is and which items will be restored and which will have to be discarded. No other profession will do that for you – but we do it as a matter of daily protocol. Which makes your job faster, easier and vastly more cost effective.

Our advanced training and equipment means outstanding results for the insured (along with higher satisfaction and exceptional testimonials for us and for the carrier who hired us).

Ask a moving company to pack out a house full of smoke contaminated furniture and clothing – they'll do exactly as you ask, while cross contaminating items that had previously not been affected (increasing costs). Ask cleaning ladies to get the smoke odors out of a classic painting and they will make a determined effort, while likely ruining the art itself (have you ever seen what happens when cleaning products are sprayed on an oil-based master work)?

Water damaged electronics, smoke damaged furs, mold infested furniture, fine china, antiques, books, photographs, soot encrusted shoes, leather jackets and purses, bedding of many varied kinds, jewelry – these and dozens of other valuables are unknown territory for any other profession than that of the contents professionals.

And when an item needs the attentions of specialists, they are only a phone call away because we have them listed in our "Million Dollar Database." For example, if you asked any professional other than a contents pro, "Who would you use to restore a fine art painting?" it is likely he (she) would have no answer or would guess, "Maybe we could call the college and they could refer us to someone." Or, "I guess we could check the internet."

Ask us, and we'll not only tell you who we use as an associate in such cases, we'll also show you samples of work they have done before and we'll walk you through the process we use to stabilize, pack and transport the artwork – plus the preliminary work we do by documenting with digital photos, contacting the art conservatory, etc.

When you hire the contents professionals, you hire our expertise. We don't cost. We save.

THE MYSTERY OF THE STINKY RUGS

When cleaning up smoke damaged rugs, some contents pros have reported some new and unsettling challenges. Some rugs that originated in far off lands have produced odors far worse than the smoke smells that are being extracted, even though the most gentle of processes are used to clean them.

And worse, puddles of color wash out of the fibers and make it look as if the workers have severely damaged them!

Industry spokesperson Lisa Wagner (who twice served on the board for the IICRC and is widely recognized as "The Rug Chick") thinks she may have an answer.

According to her website, RugChick.com, "… The odors come from either after-market chemical bleaching of the rugs and/or heavy chemical (and sometimes toxic) use in the dyeing process of the fibers being used." It makes the fabric look older and more "distressed" – like an antique.

She goes on to explain that one researcher "…discovered several major suppliers are using chemicals such as formaldehyde to shortcut the dyeing process…(and) the quality of the dye strike to the fibers is so weak that even simple water spills can mean a dye bleed disaster to these rugs."

Most things can be restored by the contents pros. For others we invite the experts to join us.

Sometimes an adjuster has to refuse something that is anticipated by the insured.

"No, your policy limits don't cover that refrigerator in the basement." Or, "No, we won't replace your carpet. It smells like smoke, but there is no fire damage to the fibers."

When a job is temporarily paralyzed by such stumbling blocks, is not uncommon for a contents manager to speak privately with the adjuster, then pull the owner aside to say, "I know it seems crazy, but the adjuster is right. A lot of times refrigerators aren't covered when they are in the cellar or downstairs game room. But, as it happens I know a company that sells used refrigerators at less than half price and I was over there recently. They have at least a couple similar to the model you have, on their showroom floor and they are in excellent shape – completely cleaned and deodorized. Plus, they have free delivery and my guys can hook one up free of charge. I know it isn't exactly what you wanted, but it might be a useful alternative."

Or, "I'm sorry they won't let us replace the carpeting, but my team has already looked things over and since you have a baby in the house, we can use our 'baby safe' ingredients when we are getting the smoke odors out. Plus we will sanitize the carpet right down through the pad. Some people think that it is better for newborns to have a thoroughly cleaned carpet than to bring one in that has the manufacturer's chemicals still in the fibers."

We don't always have perfect solutions to these sorts of challenges, but if we know a truth that will help mitigate a client's feelings, we will help to remove "roadblocks" and get the job finished in a timely manner.

CONTENTS PROS

INVITE OWNER PARTICIPATION

You may not have noticed it, but the contents managers engage the homeowner or office manager on any given job, in conversation at various times throughout the assignment – even though the job is proceeding well and trouble free.

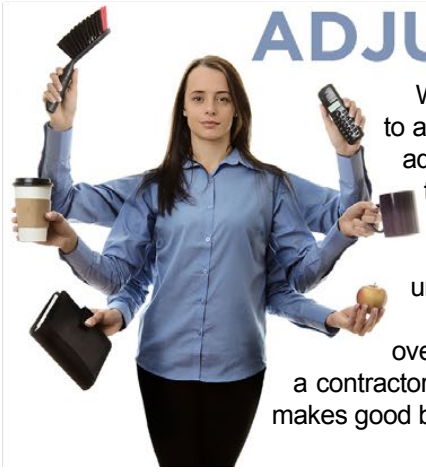
Casual questions such as, "How are we doing, Mrs. Jones?" or "We have finished with the master bedroom Mr. Smith, would you like to have a look?" are often heard. These seemingly innocuous questions are not random, nor a waste of time.

The managers have found that by simply asking for an opinion from the insured, they are increasing loyalty by making the owners feel that they are valued.

Furthermore, when a client says, "You are doing great!" or "The master bedroom has never looked better," the manager is likely to follow up by handing the insured a printed sheet, saying something like, "I'm glad to hear that Mr. Smith, here is a list of all that we have done. Have a look. Then if you will sign it, we'll move on to the kitchen and get it in top shape as well."

It is just a thread in the tapestry of excellence that the contents managers weave – each step moving them forward to a job well done and a stellar testimonial (not to mention a good chance for a policy renewal by a well-satisfied customer).

ADJUSTERS WANT TO KNOW



When a sales agent goes to an adjuster to ask for more restoration jobs it is common for him (her) to ask something like, "What are the attributes you look for in an ideal contents company?" And the adjuster used to answer, "I want a company that can do the job fast and within budget," (or words to that effect).

Today they add, "We want a company that is fast, budget-minded and can actually do the job." They added this new phrase because they have been disappointed by undertrained and underequipped teams.

And that is why a new phenomenon has been occurring. The adjusters have been skipping over companies on their "Vendor lists," to hire those with skilled contents workers – because when a contractor fails them, or turns down a job for which his team doesn't have the necessary training, it only makes good business sense to hire a company that can do the job and do it well.

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