CONTENTS SOLUTIONS

THE GO-TO GUIDE FOR PERSONAL PROPERTY RESTORATION

Vol.18, Issue 8

CONTRACTORS HIRE CONTENTS PROS TOO

WHAT CAN A CONTENTS PRO DO FOR YOU?

Provided By Your Contents Restoration Partner

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CONTRACTORS HIRE CONTENTS PROS TOO

Quite a number of adjusters have come to appreciate having contents pros on a job even when they are working as sub-contractors for another company. In fact, we are told that the adjusters recommend the pros to contractors who need them to complete the contents restoration of challenging assignments.

And countless contractors have discovered the value of contents specialists themselves. It has become increasingly common for restoration companies to find that the structural part of a job taxes all their resources and it is far more practical (and economical) to call in a contents team from a company like ours.

Of course there are question marks and some trepidation before they do so. They want to know such things as, are we going to try to "steal a job" or interfere with their relationship with the adjuster?

With us such challenges never surface. We make it plain to the adjuster on the first day that we will be working under your umbrella. We provide our team with neutral shirts (no company logo), so they blend in with the contractor's workers. Normally, we provide an estimate and scope of work directly to the contractor and we maintain strong lines of communication with the designated supervisor throughout the job so everyone is on the same page.

That is, unless the contractor finds that it is easier to have us work in our normal fashion, directly with the adjuster, bringing back the final agreement as to the adjuster's estimate, which would provide the boundaries under which we would work.

This makes things easier, not harder, for the adjuster to proceed, and creates a harmonious working environment for everyone.

Most contractors are glad to have us assist as we can pack out many items that the structural workers would normally have to move in order to gain access to walls, floors, etc. And they don't have to waste valuable technicians cleaning rather than rebuilding.

What's more, we can restore (rather than replace) many items that otherwise might have depleted the adjuster's budget (leaving more available funds for the structural work).

Along with the contractor, we create a timeline that enables both teams to work unimpeded by the efforts of the other. Plus, our photo inventory can tell the supervisor, homeowner and insured exactly where every item is – and can give a precise indication of the condition of the items to be restored (which can help justify the cost of the restoration itself).

For those contractors who require it, we will happily supply testimonials, case histories, records of how much we have saved the insurance companies in the past as well as a full explanation of our procedures and methods of quality control.

And finally, we provide a contract that will be signed and dated by us and the contractor's representative as to what we have promised and what the hiring company promises in return.

Total transparency, no surprises – we offer contractors the same level of excellence that we have provided to the insurance companies. Our track record is our resume' and we are proud to share it with our new partners in success!

4,600 FILES RESTORED BY THE CONTENTS PROS

In past issues, Contents Solutions has brought you stories from many nations about how professionals conduct themselves in various parts of the world. And normally we try to keep the articles relevant to North American adjusters, agents, building managers, etc.

But we recently ran across an amazing story from London that we thought was well worth sharing – mostly because it shows what we can do for business continuity, even in extreme circumstances.

It seems that an arsonist entered a Social Services building and set three fires that decimated the offices. 4600 files were damaged. The contents pros packed them into 187 crates and everything was photographed before transport.

20 of the crates contained wet documents and around 80% of those files were both wet and charred.

The pros trimmed away the char, transported the wet files to a chilled chamber to prevent mold from forming, and entered all documents into a database so certain ones could be retrieved as needed (some had to be cleaned, deodorized and returned within 4 hours)!

The contents pros built special deodorization chambers, worked around the Social Services staff, and kept the doors open.

All the contents pros of the world adapt, create and proceed – just like us.

So what does a contents manager do when faced with a room so badly damaged by fire that there is nothing left but ash?

She (he) takes pictures of the ash and all the walls and corners of the room – just as if it had items still intact. Then, at that point they make the images of the total loss available to the adjuster and move on to other parts of the house where the contents pros can do some good.

But that leaves the homeowner trying to create an inventory for a room with no items – he (she) has to try to remember what all was there before the fire. The adjuster cannot close the case, the contents team cannot be paid until the job is complete.

So we performed an informal survey of our sister contents specialists to discover whether something could be done to move things past such an impasse. And as it turns out they had been pondering the same conundrum.

Several of them recommended that the contents managers go online and type the phrase, "Home inventory checklist," into a search engine We did and discovered that there are dozens of lists of common items found in rooms within an average home that might help to jog an insured's thoughts.

And most had that the owners go back through pictures of holiday gatherings, birthdays etc. (items in the background are often just what is needed).

And still another suggested that we sketch out a large "blueprint" of the house on butcher paper or large construction paper to let the owner mentally go room by room remembering items that were intrinsic to specific areas.

These ideas may not be perfect, but sometimes they are enough to break a mental "log jam" produced by stress and the stark reality of the remarkable damage that has occurred.

WHAT CAN A CONTENTS PRO DO?

You already know that the contents pros have saved millions of dollars each year for the insurance companies. We have helped adjusters produce outstanding estimates for their bosses and have assisted agents to get more renewals (if you weren't aware of this, give us a call and we'll tell you all about it over a gourmet cup of coffee – on us).

And you may have read how the pros have helped restore private homes, elementary schools, universities, huge sporting goods stores, theaters, restaurants, warehouses full of merchandise to be shipped, banks, hospitals and all manner of retailers and small businesses.

They have restored everything from irreplaceable documents, to big screen TVs, from expensive purses, to Teddy bears, from mahogany furniture, to tinker toys and from thousands of dollars' worth of figurines, to priceless works of art. They have disinfected hospitals and restored their x-rays. They have sanitized government buildings and removed norovirus from cruise ships.

They have kept the doors open for small businesses while they restore their files, office machines and other valued items.

The pros are saving massive sums on virtually every job for your carrier – simply by restoring instead of your having to replace valuables. Take a second look at the invoice on our next job. We like to think we will surprise you!

SOOTPEELING SUBSTANCE NEW INSIDER'S SECRET

Years ago we brought a compound to your attention that allowed the contents pros to "paint" a liquid latex-like substance onto brick and other rough and uneven surfaces that had been impregnated with soot and other contaminants, then peel it away taking the impurities off in a single sheet.

Think of it as being like the Elmer's™ glue – remember getting some on your hands in elementary school, then peeling it off as if it was an invisible layer of skin?

Well now it seems that at least one company has come up with a new spray version that uses less water, dries faster and the manufacturers point out that even when the contaminants they remove are hazardous, this new material has less mess and less chance of cross contamination than traditional wet-solution cleaning methods.

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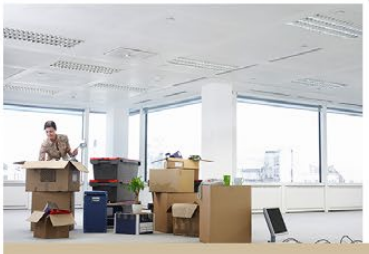
COMING UP IN THE NEXT ISSUES OF CONTENTS SOLUTIONS

SHARING CONTENTS IDEAS OVER A CUP OF COFFEE

INNOVATION BRINGS SUCCESS TO EVERY JOB



WATER DAMAGED BUSINESS GETTING THE DOORS OPEN

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