# CONTENTS SOLUTIONS

THE GO-TO GUIDE FOR PERSONAL [illegible]RTY RESTORATION

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## HOW THE CONTENTS PROS DO THINGS OTHER COMPANIES DON'T

## CONTENTS PROS DON'T PAINT (except when they do)

## PACK OUT FOR ODDLY SHAPED ITEMS

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# CONTENTS PROS
## DO THINGS OTHER COMPANIES DON'T

Many home insurance adjusters have grown weary of contractors who claim to have proper training but perform poorly on the job. That is why the contents pros initiated a program of constant and never ending improvement. They have known for decades that a stellar reputation improves their bottom line.

Simply put, by making things easier for adjusters, agents, building managers, hospital and school administrators, county officials and others, strong business relationships are quickly forged that often last the life of the companies involved.

When competing companies are asked, "Can you get paintings restored?" and they say, "No that really isn't our line," and we say, "Yes, absolutely! We have selected one of the finest art restoration conservatories in the world to work with us when art needs to be restored – let me show you a few samples of their work," that goes a long way toward creating a relationship based on service and accountability.

When a homeowner with a sewage backup asks, "We really need the house thoroughly disinfected, but I have two toddlers, just how strong are your disinfectants?" and we say, "Ma'am, we have the new thyme based disinfectants and I just read an EPA report that says it is so powerful it can kill 99.9% of bacteria in 30 seconds – including E. Coli and H1N1, but was created for a little boy with a compromised immune system who could not have regular cleaning compounds in the house. We'll be using that in your home. In fact, let's step over to your kitchen sink and I'll let you try it out," it sets the tone for a great job with spectacular reviews for both the contents team and the carrier who brought them in.

And one of the reasons we can say "yes" when other companies can't is because we are actively adding new associates every year to our "million dollar data base." Whenever we can, we go out and meet the specialists that we use – before we invite them on a job! Anybody can have a fancy website nowadays, but by meeting the new team, talking to them, seeing them on a job and examining their work, we get a good feel for how they will perform when we need them. We select them the same way you select us…references, a fantastic track record, and we do a computer search of pros and cons. Then, whenever possible, we go see them in action.

If ever you were to see our team of trained professionals, we like to think you would be most impressed! We are, and we work with them on every job!

# A BLACK BAG JOB
## CLEVER INSIDER'S SECRET

Okay, we admit, this is one of those things that until you see it for yourself you might not believe it. On one job a contents pro put a large, folded quilt in a big, black trash bag (think "leaf bag"). This tip might work with lighter, thinner bags, but we only saw it done with one of the large-sized, thick plastic ones.

Next, she inserted a vacuum hose into the bag just far enough so it was near the quilt but not allowing the black plastic near the hose opening. And finally, she crumpled the opening of the bag around the vacuum hose and turned the vacuum on. It was like watching those "space-saver bag" commercials in which all the air is sucked out and the quilt, pillow, down jacket, etc. is flattened down into a fraction of its size.

An assistant pressed down on the bag to force out any extra bulk, then the contents specialist put a thick rubber band around the opening to seal it closed. It worked!

No harm was done to the quilt and the transport size was much smaller and easier to manage than the original.

## ODDLY SHAPED ITEMS = EXTRA CARE

In a recent issue of Contents Solutions, we wrote about the contents pro who knew how to pull just two tabs free in order to completely remove the back from a recliner chair, making it much easier to maneuver through doorways and around corners.

But what does one do with a large chair – or even a couch – where the back won't separate from the seat? Well, with the chair, the pros tell us to simply turn it on its side so it now resembles an "L." Then angle the back around the doorframe or around a corner.

The pros know this one – many guys who mean well, but lack appropriate training, don't.

For a couch, the plan is much the same but this time you stand the couch up on end. If you tried to wriggle or force it through doors and down hallways any other way, you may well end up banging against walls and roughing up the fabric or leather of the sofa. But the tall "L" shape will fit around corners very nicely – unless the couch is too tall for the opening. In that case, the pack out team members start with the bottom of the "L" and work that around and through, it gives them some extra inches to hook the top of the "L" through after.

And as for big screen TVs. Even if you are strong enough to lift one by yourself, the contents pros don't. The same goes for large paintings, mirrors, etc. Why? Because they are fragile! The pros don't take any chances of bumping into a screen door or unseen dresser. They treat them as if they are expensive and delicate (which they are)!

Contents specialists use boxes that are just the right size for these oversized items. Usually they come with "sleeves" that help to secure the item. But it doesn't matter. The contents professionals always pad and fill in all boxes so nothing rattles or shifts. Sometimes they use airbags, sometimes large pieces of foam – no matter, nothing moves in their boxes and they are well marked so they are never laid flat (always upright) and clearly marked "fragile – this side up."

You can rest easy, contents pros don't make "rookie mistakes" with vulnerable items.

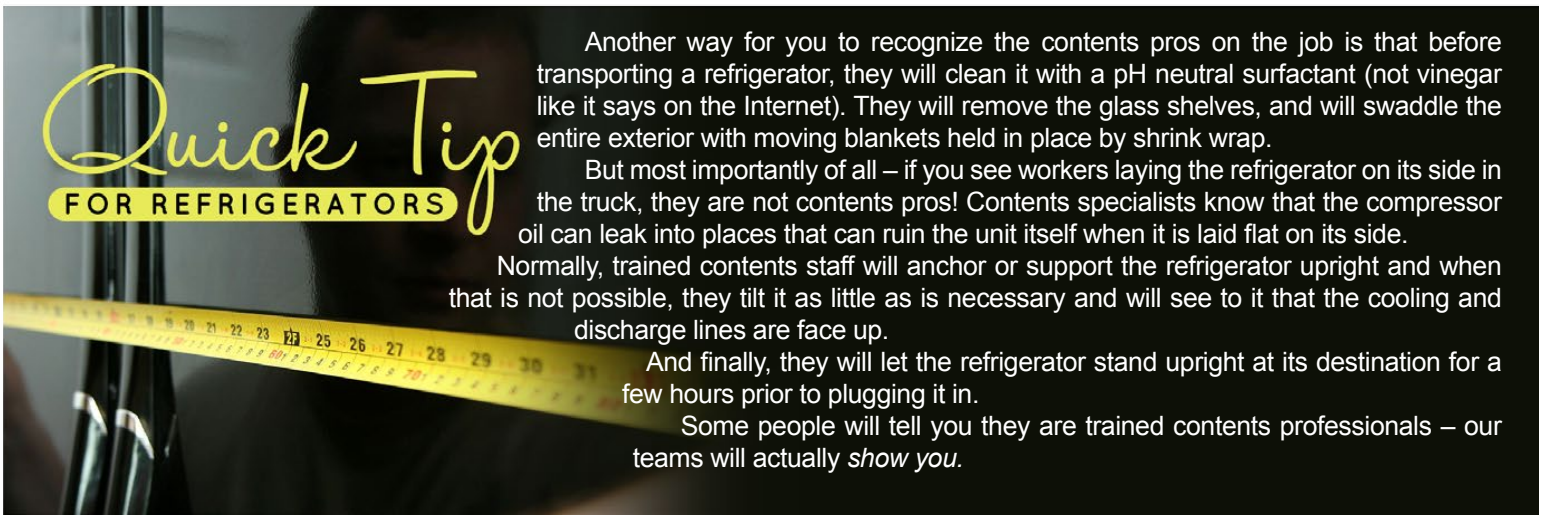
## CONTENTS PROS DON'T PAINT EXCEPT WHEN THEY DO

As a rule the contents professionals don't paint walls, floors or ceilings (they clean them for sure – but painting is usually left for the structural workers). Still, there are moments when a little touch up or a dab of color can save significant sums for the owner and carrier.

You may recall the article in Contents Solutions about the team member who saved the adjuster's blood pressure when she performed a little "leather dye spray touch up" on the couch of an owner who was threatening to sue when he was told by the adjuster that his leather couch was too old and depreciated to justify restoration after a fire had scorched it.

Another contents frontline associate discovered that a washcloth has much the same texture as a paint roller and could be used to "dab" away a flaw in a recent paint job or to reach into corners where rollers sometimes missed a spot.

We even saw one who created a miniature painting station by placing a cardboard box across a couple of saw horses (outside) and putting a "lazy susan" in the box so she could turn it to spray paint all sides of an object to save on replacement costs (of course this sort of thing is only done with the full permission of the the owner, but it is far superior to another cash out).



## Quick Tip FOR REFRIGERATORS

Another way for you to recognize the contents pros on the job is that before transporting a refrigerator, they will clean it with a pH neutral surfactant (not vinegar like it says on the Internet). They will remove the glass shelves, and will swaddle the entire exterior with moving blankets held in place by shrink wrap.

But most importantly of all – if you see workers laying the refrigerator on its side in the truck, they are not contents pros! Contents specialists know that the compressor oil can leak into places that can ruin the unit itself when it is laid flat on its side.

Normally, trained contents staff will anchor or support the refrigerator upright and when that is not possible, they tilt it as little as is necessary and will see to it that the cooling and discharge lines are face up.

And finally, they will let the refrigerator stand upright at its destination for a few hours prior to plugging it in.

Some people will tell you they are trained contents professionals – our teams will actually *show you.*

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