

SOP Template for Emergency Services

Emergency Services

- ___ min – From receiving the call the restoration company will call customer back to confirm ETA
- ___ hrs – Arrive on site with equipment. Meet with the site personnel (Manager/Service Manager)
- ___ hrs – Walk incident and assess damage.
 - What caused the loss?
 - What has been damaged?
 - Where is the damage?
 - Is the problem stopped/contained?
 - Test for asbestos (if the property is not certified free)
- ___ hrs – Start the water mitigation process (minimal work authorization until asbestos testing comes back)
 - Extract standing water
 - Remove saturated personal items (if releases are signed)
 - Remove property saturated items not under asbestos protocol (carpet padding)
 - Carpet is only removed if the water is considered ‘brown’ water meaning sewage or other hazardous substances that cannot be reasonably cleaned.
 - Set up dehumidifiers and fans to aid in the drying process
- ___ – ___ hrs – Receive asbestos testing results.
- ___ – ___ hrs – Continue with water mitigation.
 - Meet with site team leaders (Manager/Service Manager) and walk water damage surfaces/walls/ceilings – using moisture probes and infrared camera’s determine what areas are to be demo’ed. (No demo is to take place without site leader approval)
- ___ – ___ hrs – Submit water mapping reports.
 - Along with water mapping the lead tech or the restoration company supervising agent needs to submit an estimation of mitigation damage to the site team. This estimate is not an exact number but, a good range that we can expect the mitigation claim to land. (This will help the customer to decide whether the loss will be filed under an insurance claim)
 - Water mitigation will be run under Time and Materials until enough time has gone by to be able to bid the workout under Xactimate. Usually at the point the demo work is assessed a general understanding of the project is obtained and factual real numbers should be used.

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- ___ – ___ days – The restoration company lead tech or supervising agent will have an Xactimate rebuild quote submitted to; (_____). **(The quicker we receive the mitigation and rebuild costs will greatly expedite the approval process and allow the restoration company to move more efficiently to restore the loss)**
 - No rebuild work will be approved without an approved Xactimate quote that is signed off by a (_____) with written authority from a (_____).
- **While work is taking place be it; daily or weekly, at the end of any day when work was performed the restoration company representative in charge of the loss/claim must send a written update to; _____ detailing what was accomplished and what the next scheduled tasks are and a time when they will be done.**
 - The report will be emailed in PDF form.
 - The email will contain the following: Detailed subject line = date, apartment address for tracking purposes
 - The update must have what work was accomplished and what is the next step and hopefully a schedule for the next event.
 - It needs to have requests for site people where information or permission is needed for items to keep the project moving forward.
 - Any attachments, reports, pictures that the restoration company may attach for our records should be labeled in such a manner that we would know what they are for. Usually apartment address and subject like; water damage pictures, or mitigation/repair estimate, or invoice should suffice.

General thoughts that both parties need to keep in mind for each loss/claim.

- Both the restoration company and _____ site teams must communicate through the entire process
- Time and Materials' is only for the initial response and will not be approved beyond the rules set above. Having a written scope through Xactimate will keep both parties accountable and the project moving forward in a more efficient manner.
- After the initial response all work must be approved by a _____ or _____ however, all communication and paperwork must go through the _____.
- Not all claims will be filed under insurance. Each claim is assessed and although _____ goal is to use insurance we do reserve the right to work outside of that process.
 - Reason's we may work outside of insurance. Resident renter's insurance doesn't cover all or a portion of the claim, no insurance coverage, claim is at or below our deductible.

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Approval Process

- Work Authorization – signed by _____ or _____.
- The work authorization must be filled out under the property (Legal name).
- The restoration company is to work with the _____ to get contents release forms signed for any affected apartment unit or items needing to be moved or disposed of
- Estimates and invoices should always be sent to the _____ but, must be approved by a _____ or above.
- Only _____ with _____ written permission can make and approve change orders to already approved estimates.
- _____ and _____ can only approve demo areas pertaining to water mitigation. All approvals are based solely on the restoration company using water/moisture tracking equipment to show validity of their recommendations.
- _____ and _____ may ask/propose to the restoration company team to give an estimate on something outside a current approved scope but, they cannot approve the change without a _____ or _____ approval.
- The restoration company completed work is not fully complete/finished until the site _____, _____ or company representative has signed off and officially accepted it.

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