

# Disaster Recovery The Process

Introduction

During The Fire

Phase 1

(First 24-72 Hours)

Phase 2

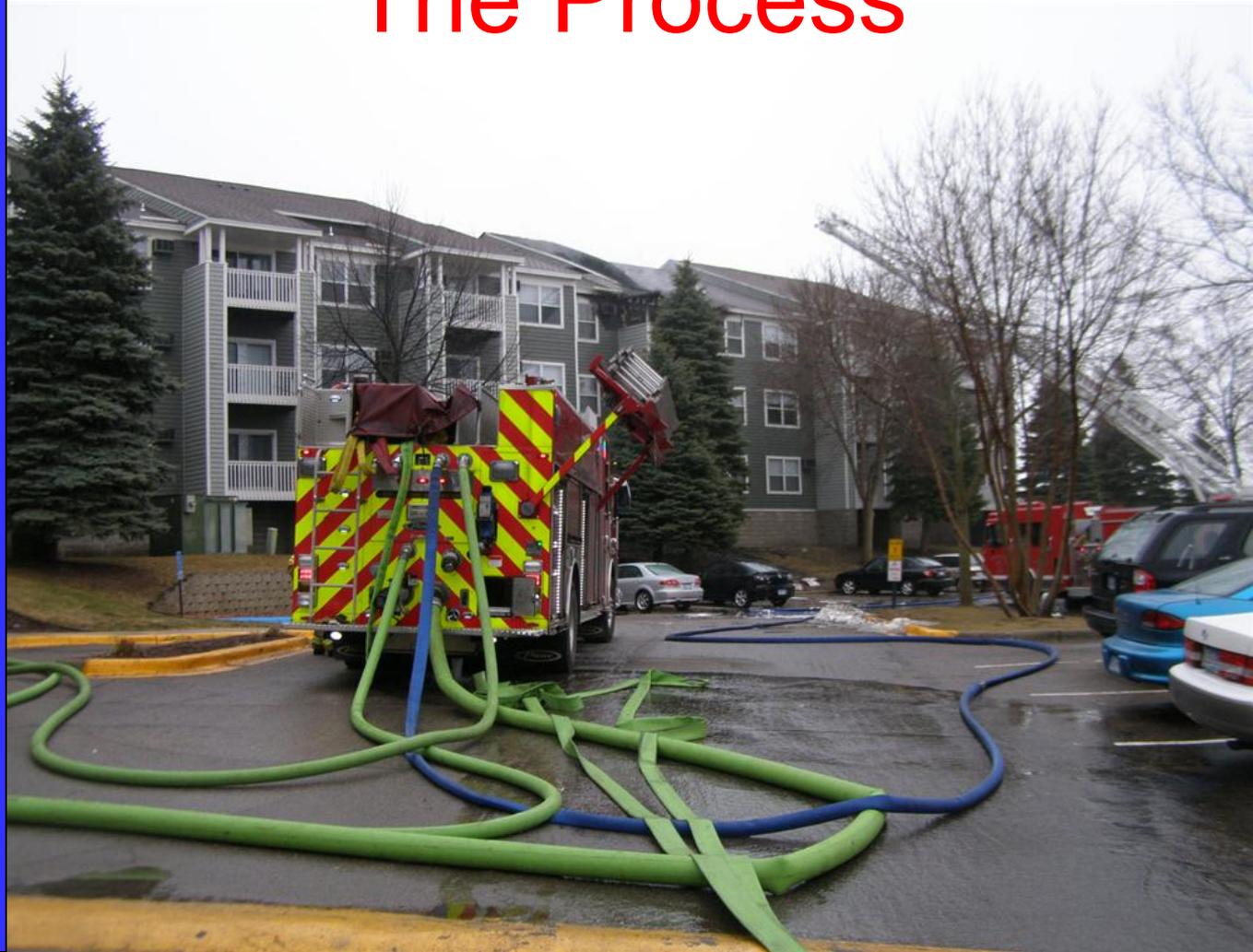
(Demolition / Cleaning)

Phase 3

(Reconstruction)

Phase 4

(Final Clean /  
Walkthrough / Key  
Handoff)





# During The Fire

- Contact Management/ Owner.
- Contact insurance Company.
- Contact Full Service Restoration Contractor.
- Contact Red Cross.



# Phase 1

(First 24-72 Hours)

Emergency Service  
1<sup>st</sup> 24 Hours

- Protect Cause and origin.
- Documentation and Photos.
- Securing Broken Windows and Doors (Interior/Exterior).



Fire/Water/Wind Restoration with Dierham Co

# Phase 1

(First 24-72 Hours)

Emergency Service  
1<sup>st</sup> 24 Hours

- Extract standing water in all effected areas, removing saturated carpet padding.
- Install proper industrial drying equipment.
- Document initial dehumidification levels.
- Provide temporary heat, and electric.







# Dryers in Action

## FLIR Infrared Imaging



# Phase 1

(First 24-72 Hours)

For a Large Apartment Complex, also:

- Check with the Fire Chief & Management on liveable areas.
- Securing Liveable areas from the public.
- Provide overnight security, if necessary, as well as escorting residents of effected units to retrieve necessary items only.





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# Phase 1

(Next few days)

- Set up security sign-in checkpoints for all people who plan on entering the property.
- Initial walk through with property owner, management, restoration estimator, and insurance adjuster.



# Phase 1

(Next few days)

- Continued efforts of extracting any remaining water to prevent mold.
- Dehumidification readings, and re-positioning of drying equipment.



# Phase 1

(Next few days)

- Lead/asbestos testing of materials if appropriate.
- Removal of effected carpet, drywall, or any other material that may prolong the mitigation process.
- Coordinated move out schedule for moving companies, and residents.



## Phase 2

Once the restoration contractor has been chosen, and proper work authorization has been signed:

- Estimate/ scope of work complete.
- Drawings complete and submitted to city inspector.



## Phase 2

Once the restoration contractor has been chosen, and proper work authorization has been signed:

- Proper city permits pulled.
- Demolition and removal of affected material, authorized by insurance adjuster.
- Clean, backspray, and seal all smoke effected areas.



# Phase 3

## Reconstruction.

- Roofing
- Siding
- Windows / Doors
- Drywall
- Paint
- Carpet
- Cabinets
- Trim
- Fixtures



# Phase 3

Reconstruction.

Once the property is back to the original pre-loss condition:

- Final Cleaning.
- Final walk-through.



## Phase 4

- Certification of occupancy
- Final invoicing to the insurance company
- Close-out manuals for property owner and management team.







# 10 Things You Can Do To Make Disaster Recovery Go More Smoothly

- 1) Take photographs of property before a natural disaster occurs
- 2) Back up business-critical information
- 3) Have a response team in place
- 4) Protect your property from further damage
- 5) Beware of contractors asking you to sign a contract for non-emergency services





# 10 Things You Can Do To Make Disaster Recovery Go More Smoothly

- 6) Document the damage
- 7) Request a complete copy of your insurance policy
- 8) Document all your activities and expenses
- 9) Make decisions that are best for the survival of your business
- 10) Hire your own experts



# Day One

- 80 Units Vacated
- 120 Tenants Misplaced
- Severe smoke and water damage throughout building





# Progress

## By Day 7...

- 50 units occupied - rental income loss kept down
- Fire Marshall and building officials involved for Certificate of Occupancy
- Structural drying complete
- Scope of work set

## By Day 28...

- All but 18 units occupied

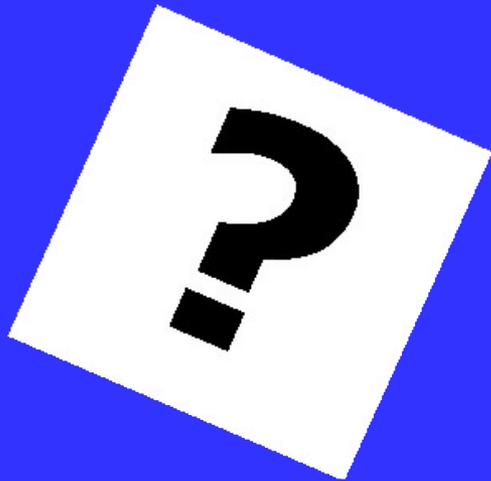


# Before and After

- 18 units were completely rebuilt with occupancy in 180 days



Questions and  
Answers



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