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Client Guide to the **FIRE** Restoration Process

Dear Client,

Our qualified technician has visited your fire and smoke affected premises, so he could visually inspect your unfortunate damage and put in place a full restoration and salvage program that will commence within the next few days.

The following are a few points we would like you to keep in mind so as to assist in the restoration process of your home or premises and your personal items

- Please avoid touching soot affected surfaces. We know this can be difficult especially with precious and sentimental items. Touching the surfaces can actually reduce the effectiveness of the restoration process. Soot is generally quite easy to remove when using the correct equipment and techniques but finger prints and hand marks due to the body's natural oils and salts can become stubborn and cause soot to stick.
- Try and avoid disturbing the soot as it sits. Slow air movement through your home is vital. Do not start brushing down the "cob webs" that have appeared on ceilings. These are actually webs created by the fire and not from spiders. If you try brushing them and stain the wall or ceiling these stains become permanent.
- Please **ISOLATE** all electrical appliances throughout your premises. Soot inside electrical items will conduct electricity easily and will act as an oxidising agent and can harm internals of any appliance. In cases where we have the authority we will actually clean the electrical appliances using a submersion tank and ultra-sonic sound waves. Sounds technical, and it is, but that's why we are the professionals, using state of the art technology.
- **REMEMBER** if you isolate power then ALL perishables in your fridge and freezer will need to be relocated, maybe to your neighbour or a friend's fridge/freezer. These perishables are generally OK and may not be affected by the smoke or soot but decomposing or rotten perishables can create an odour worse than the fire itself!

- If we have been appointed to restore your premises AND its contents then one of the first things we do is pack out your smoke and soot damaged contents. We do this so we can restore them back to pre-existing condition at our factory in Townsend. If there are any personal or private items that you do not wish to have restored, for which ever reason, please advise the senior technician on site. Please also remember to keep with you anything you may need in the immediate future as once items are packed and transported it may be difficult to retrieve items until processing is complete. Your technician will inform you of the particular items he will be packing out, if you are unsure please ask and keep in mind that our processing factory has had great success with varied items.
- Confidential documents, sensitive items and personal valuables are the responsibility of the Insured and or tenants and should be collected from the contaminated area and kept in a safe dry place or completely away from your premises if necessary. Possibly at the bank or a trusted friend or relatives home.
- Please ensure that we have clear access to your home via the driveway area on the selected day.
- The first target areas for restoration on site are the bathroom and toilet areas. Please remove any personal items and dispose of any rubbish from these areas.
- Depending on the size of the affected area/s the size of your premises and the type and severity of the fire we can expect the cleaning and restoration process to take a week or more. We will advise you after the initial site visit of an estimated completion date. After the cleaning has finished you can expect to see builders and painters if this has been arranged by you and or your Insurance provider. Please try and be patient:

East Coast Restorations have your best interest at heart and we will **DO OUR BEST**, to have your home and belongings back to pre-loss condition as quickly and professionally as possible.

- Items which were transported for processing when completed will be returned to you professionally re-packed to original destination, when possible. We do not include pack in service, we believe this gives you a chance to inspect all items individually and return them to their original locations. All electrical items which were processed will be tested and tagged before being returned to you.
- Please do not hesitate to contact us at any stage of the process, we are here to help and can only answer queries or amend problems if we know about them!

Your Technicians name and contact number is.....