

EXCLUSIVELY CONTENTS

R E S T O R E W H A T M A T T E R S

Vol.21, Issue 4

**CONTENTS PROS
DON'T COST
*THEY SAVE***

**GETTING THE
DOORS OPEN**
SMALL COMPANY TRIAGE

Provided By Your Contents Restoration Partner



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COVID SNIFFING DOGS
— No Kidding —

CONTENTS PROS DON'T COST – *THEY SAVE*



When an adjuster gets highly detailed documents, photos, scope of work and digital inventory on any given restoration assignment, he (she) knows that there is a contents pro on the job.

When a property manager sees that he has saved serious money over his initial contents restoration budget, he knows that he chose a trained contents team (not a group of untrained cleaners).

When an agent gets an unsolicited thank-you note from a homeowner praising his company for the remarkable work the restoration workers have done and the massive amount of valuables that were restored under seemingly impossible conditions, he knows that the contents specialists have helped him to get another policy renewal.

Every year millions of dollars are paid by insurance companies because tons of expensive articles are cashed out instead of restored to pre-loss condition.

Trained Contents Pros always seek to restore instead of replace and the bottom line reflects their expertise.

Without a qualified Contents Manager, inexperienced cleaners often lack the training to even recognize those items which can be restored and which can be repaired and reconditioned for pennies on the dollar.

In point of fact, even if some of these workers had an idea or two about how to clean and repair smoke-damaged or flood-damaged goods, it is likely that they would unknowingly sacrifice the insured's belongings for the sake of expediency – largely because they have had little or no education outside their normal protocols (namely moving and cleaning – not restoring).

The Contents Pros are qualified through training and experience to identify various levels of damage and to clean and restore valued items to pre-loss condition – which produces ecstatic insureds and gratified adjusters, agents, property managers, etc. because they know that the specialists have reduced the bottom line of the overall claim and produced more satisfied customers.

To put it simply, we have seen repeated instances in which unskilled workers may look as if they are moving forward on a job cheaply, only to have the insurance liaison discover later that the cost of replacement, not to mention the loss of important documents, homeowners' valuables, lack of documentation and a partial or total disregard for contents restoration protocols, can increase the cost of a given assignment dramatically.

Contents Pros don't cost – they save... it is the foundation of every mission and we prove it every time.

WE ARE OPEN

GETTING THE DOORS OPEN – SMALL COMPANY TRIAGE

A well-trained Contents Manager does far more than simply co-ordinate cleaning and restoration on any given job site.

Often she (he) starts by scoping and pre-estimating the building and its contents, with the insured by her side. Thus her goals match those of the administrators and extend to using her team to minimize interruptions to normal business operations.

For example, along with the structural manager, a plan might be created in a small hotel to keep the lobby open and to restore and maintain a largely unaffected part of the building so the staff can continue to make profit while the major damage is sealed off and mitigated with sound and contaminant barriers in place.

Wet furniture, computers, documents and more can be removed, dried and returned in less time than it takes to dry the structure.

Banks, hospitals, theaters, restaurants and more have been kept open, or opened ahead of schedule because the Contents Managers focus on minimizing the socioeconomic impact of interruptions caused by the disaster... not just cleaning and clearing the aftermath.

These are the sorts of allies adjusters and building managers hope for on every contents job, and with the contents pros they know they are getting the very best.

CONTRACTORS ARE NOW HIRING THE CONTENTS PROS

Many contractors are experts in everything from demolition, to board up, to reconstruction and beyond, but may not have an equal amount of training in contents restoration. So, they call in the contents pros from another company, leaving the structural workers to do what they do best.

A good contents team can blend in so well with the structural staff that the builders can usually get their assignments done faster with the specialists clearing the way for them.

Not only do the contents pros take on the responsibility for properly handling and cleaning the valued items, but they work closely with the homeowner in order to prioritize the treatment of various prized possessions that might otherwise have been set aside in favor of the immediacy of the rebuilding process.

They work under the direction of the company owner by whom they were hired and often will wear generic clothing to integrate even better with the structural team.

And one of the most appreciated attributes of the contents team is that they improve the bottom line for both



the structural company that invited them on the job, and the adjuster, by restoring (for pennies on the dollar) instead of cashing out items that are valued by the insured.

Contents managers also train their personnel to speak highly of the contractor under whose authority they are working. This helps to establish a positive working relationship between the adjuster and the contractor and between the contractor and the insured.

Thus, the contents pros' number one priority is to do good work and they include helping the contractor to get more jobs in that priority... both by making sure the insured is very happy with the process and the results, and by seeing to it that the adjuster on the case is aware of the exemplary work the contractor and structural crew has performed.

COVID SNIFFING DOGS *NO KIDDING!*

In past Contents Solutions issues, we wrote about "mold sniffing dogs," who were trained to locate hidden patches of mold in what appeared to be pristine homes.

And you have probably seen "drug sniffing dogs" and "gun and bomb sniffing dogs," used by security personnel at airports – well CNN reports that now there are "COVID-19 sniffing dogs."

The dogs were highly accurate at some airports when they sniffed small sampler cloths that had been stroked across passenger's skin. There were other tests conducted where the COVID dogs were only 94% accurate (still good, but not perfect)

Now the American Airlines Arena is preparing to use the specially trained dogs to sniff patrons as they line up to attend NBA games in the Miami facility.

If a dog sniffs you, then sits down next to you it means you might have COVID-19 and you will be given a refund and will not be permitted into the game.

The Contents Pros are looking forward to adding these new allies to their own work. It will bring a whole new layer of expertise on deep cleaning jobs.



CLEVER CONTENTS PROS

Some time back an insurance broker wrote to us, telling how she really enjoyed our articles that contained, "Clever Tricks" from the contents pros. So we gathered up a couple of quickies that we think everyone will appreciate.

If you ever see a contents pro polishing wood furniture and noticed that it has a gleam that weekly cleaning staff rarely achieve, you might want to know that the secret is... they don't use wood polish!

Most wood furniture today is coated with shellac or urethane, which are more like plastic than wood. So, the pros don't polish these wood accessories, they clean them (polish just puts a "smudgy" coating on these finishes).

Here is another one we liked. Once we saw a contents pro trying to pull out of a snow bank, but her tires couldn't get traction, so she took the car mats off the floors and put them under the tires. They had grooves and little "studs" to hold them in place – in three minutes she was heading out.

Watch for more clever Contents Pros' tips in upcoming issues of Contents Solutions.



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COMING UP IN THE NEXT ISSUES OF CONTENTS SOLUTIONS



**SMALL KITCHEN FIRE?
CALL THE CONTENTS PROS**



**DEEP CLEANING
FOR SCHOOLS**



**MOLD – TOO LATE?
OR JUST IN TIME?**