

EXCLUSIVELY CONTENTS

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

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**1 MILLION ITEMS
PACKED OUT**

**THEY KEPT
THE MALL DOORS OPEN**



Provided By Your Contents Restoration Partner



**2840 E White Star Ave
Anaheim, CA 92806**

Phone: 1-800-589-2740

Office: 562-735-4966

**WE WANT TO
EARN YOUR TRUST**



OVER ONE MILLION ITEMS RESTORED ON ONE LOSS

No matter how big the job or how small, the contents pros have protocols in place to make the assignment go smoothly.

You may recall the article in which we told of the contents manager who was faced with a ten story building and had never tackled so many floors before.

He shared his concerns with the company owner who said, "Can you handle just one floor?"

The manager said, "Absolutely."

His boss said, "Do that 10 times."

Since then there was another case in which a well-staffed restoration company was faced with smoke damage in a large mall. The shopping center had just come out of a COVID mandated shut down, and now, 5 days later, smoke odors and contamination threatened the livelihoods of the store owners.

The structural team went to work extracting smoke odors and drying things out. Along with the contents pros they managed to keep two thirds of the mall up and running, but the building's fire sprinkler system had really damaged the stock of various stores.

In point of fact, the contents pros had to inventory, pack out, clean and restore over 1,000,000 items from a single retailer... while restoring the valuables of several other shops as well.

Both the structural workers and the contents specialists had to deal with the store owner's individual insurance companies, the shop managers, mall owners and personnel, so communication was (as it is on every job) key to the overall success of the assignment.

Meticulous records were kept and the contents team's managers held the lines of communication wide open.

So how does a contents restoration team deal with a dozen stores with wet inventory when many have different insurance companies? They do the same thing a dozen times.

"Getting the doors open" is of paramount importance in such cases, because each day the doors of an establishment are closed, the owners are losing significant sums.

For these cases, we create 8-hour shifts and work around the clock 24-7. That's what this team did.

In this instance, the restoration company owner was able to say that the mall management and the store managers were deeply grateful, "They mentioned it was impossible to tell there had ever been any damage and that many of their stores looked even better than before the fire."



We Want to Earn Your Trust

We need your trust. It is the only way we can expect you to give us more assignments. So we deliberately save your carrier substantial sums and improve your bottom line for virtually every job.

And we send you Contents Solutions to show you how to get what you want for your career (raises, promotions, policy renewals, etc.). We want you to be successful!

So our articles and stories aren't merely to brag or provide entertainment.

You won't have to ask if we can handle a tricky case, because you already know the answer. We say "yes" even when no one else does.



NO CROSS-CONTAMINATION SAVES ENORMOUS SUMS

Mold, smoke particulates, viruses and much more, find ways to waft through a home or office after contamination is discovered.

All structural and contents restoration companies know how to construct barriers to keep smoke, mold, or other contaminants restricted to the rooms where the original incursion took place. It takes time, and is often considered to be a necessary part of many assignments.

But a modern technology allows the restoration teams to set up and inflate “air” walls that can seal off a single closet, a

room or even entire floors of an office or home in minutes.

Some even have “doffing” rooms built in that inflate to create a changing area so hazmat suits or other PPE can be left inside for later cleaning and disposal.

When someone goes from a “dirty” room to a clean one without such barriers, often the teams find they have two rooms to remediate. With air walls many such incidents can be reduced or even eliminated. This saves time, money and effort that might otherwise have been wasted – and it reduces the carrier’s bottom line.

OUR MOST IMPORTANT ASSETS DON'T REQUIRE ELECTRICITY

Restoration and Remediation Magazine recently offered an article with the title, “Top 2022 Restoration Tools and Advancements, According to 14 Experts.” And when these experts were asked questions like, “What is the most valuable asset on a restoration job?” Or, “What are the most important cleaning and disinfection tools?” they gave unexpected answers such as, “People are absolutely the most important tools.” And “... the most important tool cannot be purchased from your local supplier. It is the ability to think critically and adapt.”

Barb Jackson CR, one of the best known contents restoration instructors in the field, adds, “Our working motto is ‘Adapt, Create, Proceed.’ We train our graduates to think, find solutions and move forward. Contents pros who ‘get stuck’ on a job cost a small fortune to the restoration team and the carriers. People are our most important assets. And people who are creative problem solvers, are among the most prized in the industry.”



Who Knew? WE DID!

Previously in this issue, we mentioned an article in R&R Magazine (which we highly recommend). In it Michael Pinto, a respected name in the field of restoration, explained, “... disposable microfiber cleaning cloths are so good at removing small particles that they are often used as the final step of the three-step mold cleaning process in lieu of a second round of HEPA vacuuming. But, if the people using the microfiber cloths do not know how to overlap the cleaning strokes and to only push the cloth in one direction (i.e., no back-and-forth wiping), then the effectiveness of this incredible piece of technology is wasted.”

Just one more reason we provide training for constant and never ending improvement for our front line workers.



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**Specializing in
Contents Restoration!
Professional pack out
and inventory service.
With restorative cleaning for
all types of contents:
Antiques, Electronics,
Art work, Fine Fabrics, Rugs,
Wood Furniture, Documents,
Books, Photos and more!**



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COMING UP IN THE NEXT ISSUES OF CONTENTS SOLUTIONS



**REMOTE ESTIMATING
WE CAN HELP**



**KITCHEN FIRE?
CHALLENGE ACCEPTED**



**MOLD INFESTATION
WE ARE ON OUR WAY**