



EXCLUSIVELY CONTENTS

W E P A C K Y O U R S T U F F

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REMOVING SOOT THAT IS BARELY THERE

COMPASSION FOR THE INSURED



Provided By Your Contents Restoration Partner



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W E P A C K Y O U R S T U F F

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CONTENTS PROS AND MONKEYPOX



HUNTING SOOT

Soot is sneaky! When breathed in, it can bypass the immune defense system and go straight to the lungs.

The contents pros have demonstrated numerous effective methods for removing it both from the air and from porous and non-porous surfaces – everything from HEPA-filtered air scrubbers, to lasers that literally evaporate the carbon particles from ultra-fragile surfaces.

But how can they find which areas of a home have been impacted by the soot when as little as 10% of the walls, chairs, tables, ceilings, bedding, clothing, televisions, etc., are actually coated with visible soot (the rest is coated in a film, with grains so fine that they are virtually invisible to the naked eye).

Many of our readers will remember the innovative technique used by restoration consultant Barb Jackson CR, in which she would go to a room, in a home where a fire had occurred, but the soot was not readily apparent. There she would swipe a white, microfiber cloth across a hard surface, then examine the results under a small, pocket-sized microscope.

Under magnification, carbon particles look very different from ordinary dust. This simple method has saved adjusters, homeowners and contractors significant sums by assuring that all affected rooms are cleaned and deodorized – not just the ones where smoke damage is plainly evident.

Other contractors have established their own methods of discovering unseen smoke residue. We recently saw a demonstration in which a frontline worker stroked a clean, unused soot sponge across a couch where no discernable smudges or stains could be seen – only to hold the sponge up to the camera displaying a substantial amount of soot across its surface.

When all else fails, most professionals agree that the human nose is a very good judge of whether or not soot has impregnated a surface even when it cannot be seen.

One physician writing for the NIH, explained that we humans are even able to detect smoke odors through an N95 mask (the one created to filter out Covid-19).



WORKING WITH THE INSURED

One contractor tells of a case history in which a “chimney sweep” company vacuumed the soot and ash from a family’s fireplace, and ended up spreading it throughout the house!

The contents pros made a thorough examination of the home and started work immediately. Visible soot had manifested on walls that stretched 17 feet high and invisible soot was in every nook and cranny.

The insureds had told them they would be away on vacation, which gave the frontline workers time to do a stellar job, but then returned early. So, the team made appointments that were acceptable to the clients and the clients themselves used their own senses to guide the contents pros to an outstanding conclusion.



According to the World Health Organization, "There is past evidence from previous monkeypox outbreaks of someone catching monkeypox after touching contaminated objects. Objects, surfaces and fabrics can become contaminated with the monkeypox virus if they are touched by someone with monkeypox."

But most researchers have gone on record saying that such an eventuality is very remote (normally it is transmitted by direct skin-to-skin contact).

Still, the contents pros (as always) are very well equipped to deal with MPX (monkeypox) for a decontamination assignment. They have sanitizing solutions

that clean and treat both hard and porous surfaces (even bleach can de-activate MPX but the contents specialists have far superior products at their disposal).

In one study the rooms being used by two monkeypox patients were swabbed and found to show that toilet seats, chairs, towels, shirts, pillowcases and even a mobile phone were infected.

Which is why the contents pros wear the same PPE that they would use for a sewage backup, Covid cleanup, or in any home or office that is suspected to have been contaminated.

COMPASSION FOR THE INSURED

Recently, we read an article written by a contractor who had a kitchen fire in his own home. A pan of oil ignited and black smoke poured throughout his home.

The kitchen was burning, but he grabbed the pan by forcing his hand through the flames and grasping the already molten handle.

Outside he discovered that his hand had "melted" and in the ambulance he thought about his panicked wife, the pain, the terror – then came to a deep understanding of what it was like to be one of his clients, and what it was to bring "healing" to the insured.

As a result, he hired a woman to act as a "consumer advocate" on each job. She provides empathy, caring, listening and a bonding experience every contents company would like to equal.

We believe that is a mighty fine idea, and would like to think it is the hallmark of our team as well.



Ultraviolet Light – More Than Meets the Eye

When you see the contents specialists shining ultraviolet light on a wall or carpet they may not be killing viruses or germs there (although it has proven effective in killing viruses, including Covid-19).

Ultraviolet light is also a splendid detection device that helps them find urine stains, oil spills, petroleum jelly, antifreeze, the fungus that causes athlete's foot, many strains of mold, viruses and bacteria as well as many foods and other human bodily fluids (including blood).

So, you may observe the contents pros using their ultraviolet lights to closely examine rugs, kitchen counters, bathrooms and other places that may harbor substances that are best cleaned and sanitized before they start producing colonies of bacteria or deep stains if left unattended.



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COMING UP IN THE NEXT ISSUES OF CONTENTS SOLUTIONS



CONTENTS PROS SILVER SECRETS



VINTAGE CERAMICS RESTORED



EVERY HOUSE HAD WATER DAMAGE