

Quick Guide: Overview of Services and Restoration Crash Course





WHAT DOES SERVICEFIRST DO?

We are your *HERO* in your time of need!

- Restoration Hero!
- Repair Hero!
- Plumbing Hero!
- > We carry all of the required licenses and certifications to do our job!
 - Class B General
 - C-36 Plumbing License
 - IICRC Certified in Water, Mold, Sewage and Smoke/Fire Clean Up
 - EPA Lead Safe Certified to remove Lead Based Paint
 - OSHA O&M Certified Firm to remove Asbestos



WHY LISTEN TO US?









ServiceFirst Restoration

164 reviews Details







50 reviews







29 reviews









25 reviews



SO....

HOW DO WE DO IT?



#1 – We Hire People Who Have Our Core Values

- 1. Customer First, Profit Second
- 2. Ownership Mentality with Drive for Results
- 3. Team Player with a Positive Win-Win "I'M IN" Mindset
- 4. Growth Mindset... Never Stop Improving
- 5. Enjoy what you do... smile and have fun every day!



#2 - COMMUNICATION

TEAM OF COORDINATORS TO SERVICE YOU 24/7/365

- 1. ONE EMAIL ADDRESS DOES IT ALL! coordinating@callservicefirst.com
- 2. WE ACKNOWLEDGE RECEIPT OF YOUR WORK ORDERS PROMPTLY
- 3. WE REACH OUT TO MAKE CONTACT SAME DAY
- 4. WE PROVIDE EMAIL UPDATES THROUGHOUT THE PROCESS (INSPECTION, START, COMPLETE)
- 5. JOB LINK SENT WITH EVERY EMAIL

#3 – CONSTANT FEEDBACK

OUR EXPECTATION IS TO DELIVER 5-STAR SERVICE.... ARE WE DELIVERING 5-STAR SERVICE?

- 1. 5-STAR SERVICE CALL AFTER JOB START
- CONFIRMATION OF SERVICE AT EACH VISIT (SET EXPECTATION FOR 5-STAR REVIEW)
- 3. RESIDENT SURVEY AT COMPLETION OF PROJECT
- 4. 5-STAR REVIEW REQUEST CALL @ JOB COMPLETION



#4 – CUSTOMIZATION

WE TREAT EVERY HOA BASED ON THEIR SPECIFIC NEEDS

- 1. WE USE A <u>VENDOR PROFILE</u> TO TRACK ALL OF THE SPECIFIC NEEDS TO THE HOA / MANAGER
- 2. OUR PROJECT MANAGEMENT SOFTWARE ALLOWS OUR FIELD TEAM TO SEE THE SPECIFIC NEEDS AND RESPOND ACCORDINGLY
- 3. WE PLAY WELL IN THE SANDBOX.... STREAMLINE SERVICES WITH OTHER VENDORS

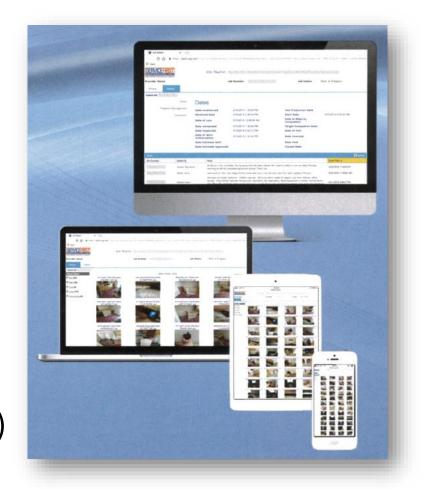


#5 — TRANSPARENCY

WE BUILD HOA WEBSITES TO HOST EVERY WORK ORDER/JOB...

24/7/365 ACCESS TO:

- 1. JOB NOTES
- 2. JOB PHOTOS
- 3. IMPORTANT DATES
- 4. LINKED JOBS (WATER DAMAGE TURNS INTO A REPAIR WORKORDER)





#6 - FAIR & ETHICAL

WE ARE HERE FOR THE LONG HAUL

- 1. MITIGATION FOCUSED = LOWER TOTAL JOB COSTS
- 2. REALISTIC PROPOSALS DON'T MAKE MOUNTAINS OUR OF MOLE HILLS
- 3. "GO-DO" INVOICES ARE AUDITED PRIOR TO SENDING



WHAT's THE #1 QUESTION?

How do we save \$\$\$?

Speed up the process... HOW DO WE DO THAT?

Implement policies for the HOA that allow the manager/vendors to do move quickly ©

THANK YOU... ANY QUESTIONS?





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RESTORATION 101 PRESENTATION





PLUMBING LEAKS – WHAT DO I NEED TO KNOW?

- Identify source of loss = who's paying
- Standard leak repair is \$500-\$800
- Most leaks can be prevented (water softeners, pressure regulators, new valves/hoses, etc.)
- But... NOT if you have copper pipes and live in a water district that uses Chloramines
- Average reroute starts at \$1400+
- Average whole house repipe starts at \$4-5k



WATER DAMAGE – WHAT DO I NEED TO KNOW?

- Average dry out = 4.2 days (National Average)
- Steps
 - 1. Extraction of standing water & removal of damaged materials
 - 2. Containment & setting of equipment
 - 3. Dry in place where possible (Saves time & money)
 - 4. More invasive if wet over 72hrs or grey/black water
 - Environmental testing may be required before demo of materials
 - 6. Service checks every 1-3 days depending on job
- Faster response = lower total job cost



MOLD – WHAT DO I NEED TO KNOW?

- Just because you see mold, doesn't mean it is a mold remediation
- Pre-testing only recommended when scope of work unknown
- Post testing recommended 100% of the time (CYA)
- When is it harmful = When made airborne
- Who is most susceptible = Children, elderly, compromised immune system
- Don't remove without proper containment
- Remediation adds +-3 days to standard water damage job.
- Always hire AMRT Certified Professionals



LEAD BASED PAINT — WHAT DO I NEED TO KNOW?

- > Testing required = Built in 1978 or older
- > Typically found in kitchens, bathrooms, windows, etc.
- Damages nervous system, causes brain & blood disorders (or could just feel like the flu)
- How are you susceptible = Ingestion of chips or dust
- Children are most susceptible (always on the floor)
- Abatement adds +-3 days to standard water damage job
- > Always hire EPA RRP Certified Professionals



ASBESTOS— WHAT DO I NEED TO KNOW?

- Testing required = Any year per AQMD rule 1403
- Asbestos Containing Material (ACM) Allowable levels = CA is .1%, USA is 1%
- Harmful when it becomes "Friable"
- > Everyone is susceptible through inhalation
- Can't cut open walls or disturb ACM w/o testing
- Abatement adds +-3 days to standard water damage job
- Always hire plumbing and restoration professionals who have the proper OSHA education and training

