



ServiceFirst Welcomes You To Our Family

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?



#1 RESTORATION VENDOR SERVICING HOA's



#1 ServiceFirst Restoration

★ ★ ★ ★ ★ 164 reviews [Details](#)

#2 ★ ★ ★ ★ ★ 50 reviews

#3 ★ ★ ★ ★ ★ 29 reviews

#4 ★ ★ ★ ★ ★ 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
2. 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 VENDOR PROFILE 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

#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?



WATER | MOLD | FIRE | PLUMBING | REPAIRS

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RESTORATION 101 PRESENTATION



WATER | MOLD | FIRE | PLUMBING | REPAIRS



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
 5. 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



WATER | MOLD | FIRE | PLUMBING | REPAIRS

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



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RESTORATION, INC.

WATER | MOLD | FIRE | PLUMBING | REPAIRS

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

