



Why do you need a HERO?



Your Restoration Hero!

WHAT IS OUR JOB?



We are your
Restoration Hero
and
OUR JOB IS to
make your life easier



WHY LISTEN TO US?

ServiceFirst Restoration



225 reviews



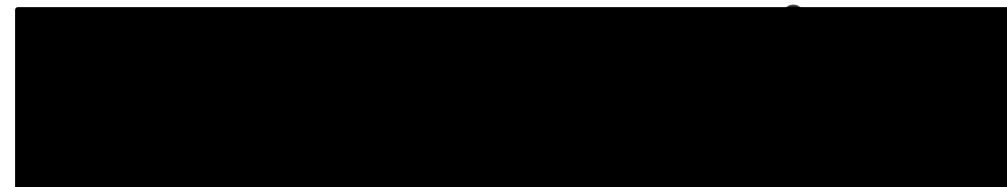
62 reviews



58 reviews



32 reviews



31 reviews

HOW DO WE DO IT?

#1

Hire for our Core Values

#2

Follow our Restoration Hero Process



OUR 3 UNIQUES

1. One work order does it all to simplify your life from initial inspection through repairs
2. 5 step proactive communication strategy (received, inspected, started, completed, invoiced)
3. Customized service catered to each association (follow the vendor profile)



A FEW OTHER COOL THINGS

#1 - All team members are Crimshield background checked and carry their scannable badges

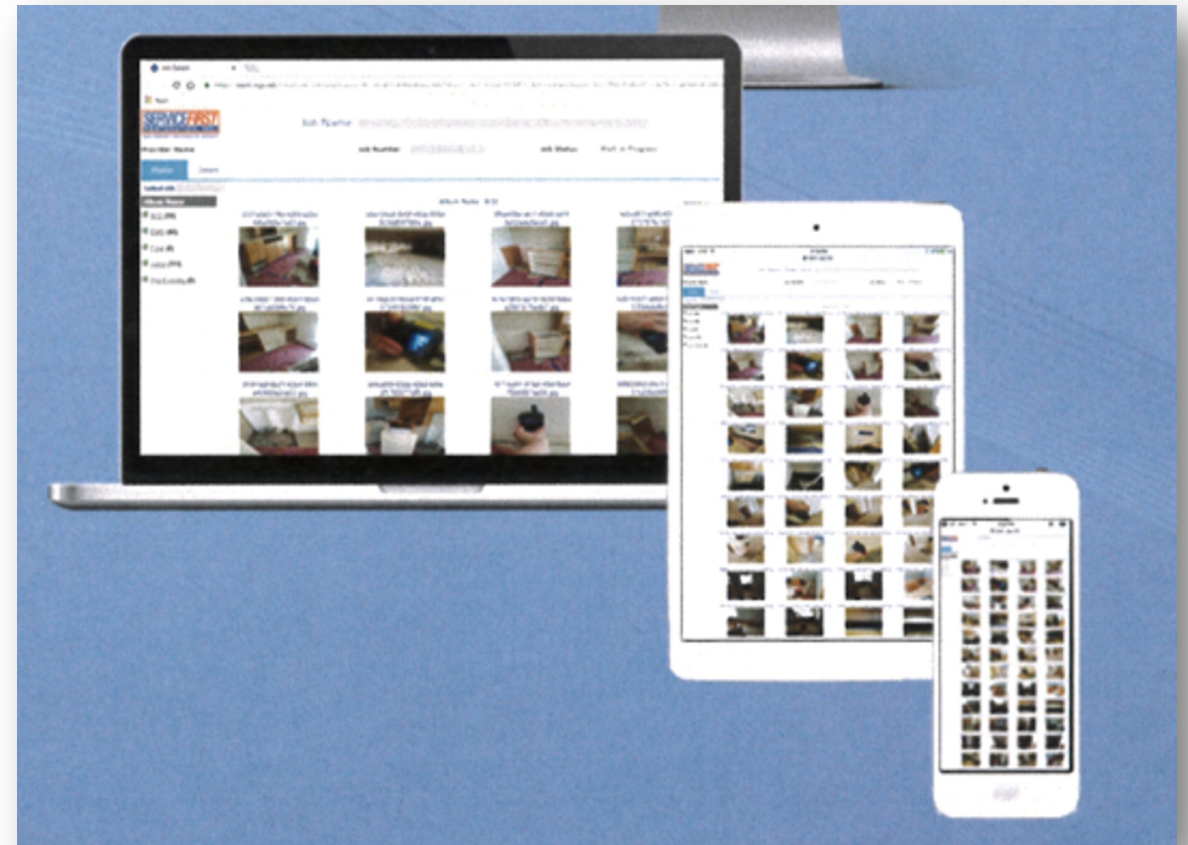
- Your residents can scan the bag and verify the team member is employed by ServiceFirst and confirm they are crime free!



A FEW OTHER COOL THINGS

#2 - Every work order gets a virtual job portal

- 24/7 access
- View important dates, notes & photos in real time



A FEW OTHER COOL THINGS

#3 - Every HOA gets a password protected website



PROTECTED: GARDEN ESTATES

Below is a list of **Garden Estates Jobs**. For the most current information, please contact workorders@callservicefirst.com

- See every work order all in one place
- Great information for board packets
- Give Board Members the certainty they need
- Allows for complete transparency
- Can cut down on emails & phone calls

02/25/22	400 E Yale Loop	WO# XN1290493	Link To View
08/02/21	481 E Yale Loop	WO# XN846441	Link To View
06/21/21	419 E Yale Loop	WO# XN531836	Link To View
04/10/20	484 E. Yale Loop	WO#XN255007	Link To View
01/30/20	384 E. Yale Loop	WO#XN210022	Link To View
06/07/19	451 East Yale Loop	WO# XN96506	Link To View
03/20/19	494 E Yale Loop	WO# XN61481	Link To View
02/13/19	411 E Yale Loop	WO# XN41971	Link To View
02/06/19	412 E Yale Loop	WO# XN41253	Link To View
09/05/18	360 E Yale Loop	WO# 00050905	Link To View
04/18/17	411 E. Yale Loop	WO# 00042480	Link To View
04/13/17	356 E. Yale Loop	WO# 00042410	Link To View
03/15/17	486 E Yale Loop	WO#00041914	Link To View
02/23/17	483 E. Yale Loop #0083	WO#00041465	Link To View
01/26/17	843 E. Yale Loop	WO#00040787	Link To View
12/19/16	386 E. Yale Loop	WO#ON CALL	Link To View
12/15/16	425 E. Yale Loop	WO#00040101	Link To View
04/08/16	433 E. Yale Loop	WO#35770	Link To View
04/08/16	433 E. Yale Loop	WO#00035605	Link To View
02/18/16	350 E. Yale Loop	WO#00034700	Link To View

PLUMBING LEAKS – WHAT SHOULD I 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+



WATER DAMAGE – WHAT SHOULD I 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



MOLD – WHAT SHOULD I 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 PAINT – WHAT SHOULD I KNOW?

- In 2019, the IHME estimated 900,000 deaths from lead
- 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 SHOULD I 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 professionals who have the proper OSHA education and training



FIRE DAMAGE – WHAT SHOULD I KNOW?

Step 1 – Assess property for structural damage and secure property from further damage (board up, fence, etc.)

Step 2 – Perform any emergency repairs to ensure structural integrity & extract water/start dry down

Step 3 – Ensure “Cause & Origin” for involved parties perform their due diligence (Fire Department, Insurance, etc.)

Step 4 – Remove Soot as it’s acidic and will cause further damage if not removed quickly

Step 5 - Once the structure is safe, clean and dry, begin the fire damage restoration and reconstruction process



#1 QUESTION WE GET ASKED?

How do we save \$\$\$\$?

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

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



ANY ADDITIONAL QUESTIONS?



WATER | MOLD | FIRE | PLUMBING | REPAIRS

Christian Rovsek

CEO/Founder

cr@callservicefirst.com

Cell 949-610-9251

Office 855-88-FIRST (34778)

Send work orders to ineedhelp@callservicefirst.com