

JOB FLOW CHECKLIST FOR HOA PROJECTS

Because every project is different, there can be factors to consider that are not listed below. Depending on the type of damage, amount of damage, and many other factors. The following is a checklist we hope will be helpful through this process.

Water, Mold & Fire Clean Up Projects

What a Property Manager can expect...

- Property Manager sends work order to ineedhelp@callservicefirst.com
- ServiceFirst's Coordinating Team ("SFR") acknowledges receipt promptly (typically within 15 minutes)
- SFR contacts property owner/resident to gather more information in order to dispatch the right person, for the right job and with the right tools
- SFR schedules inspection
- SFR performs inspection and sends Property Manager "Inspected Email" including source of loss, affected areas/materials, scope of work, equipment required and overall game plan
- If Proposal is requested/required, SFR will send written proposal within 48hrs of inspection, if not sooner
- As soon as work starts, SFR will send Property Manager a "Job Start" email with details on what to expect moving forward
- Property Owner signs an acknowledgment that we may be removing materials the HOA does not pay to put back and they may be responsible
- As soon as demolition is complete, Repair Proposal is generated and emailed to Property Manager within 48hrs
- SFR will send Property Manager a "Job Complete" email at the completion of the project

What a Property Owner can expect...

- Extraction and setting of drying equipment. Removal of necessary affected material, clean up & setting equipment.
- Manipulation and/or removal of contents in affected areas
- Environmental testing to protect involved parties (testing results typically received within 24-48 hours)
- If Asbestos testing is negative, demolition of material tested can be removed
- If Asbestos testing is positive, asbestos abatement will be scheduled
- Monitor and check the job progress until complete
- Customer will sign a Certificate of Completion and Customer Survey at the completion of the project

This process is 100% customizable to you, your board and your specific HOA needs, so please contact us to discuss how we can best help and partner with you!

Call 855-883-4778 • Text 949-579-2695 • Email ineedhelp@callservicefirst.com

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WATER | MOLD | FIRE | CONSTRUCTION