



The Importance of **STANDARDS** in RESTORATION

Hheavy rains and strong winds blow through the area, leaving hundreds of homes and businesses damaged. Two families on the same street suffer similar water damage to their homes. Each has the same amount of water, same areas affected and similar types of materials and contents.

Two different restoration companies are called. Both contractors extract the water and set up drying equipment. **Company A** places 32 air movers and 6 dehumidifiers for 3 days. **Company B** initially places 48 air movers and 8 dehumidifiers and takes 4 days.

Company B is over \$2,500 more than **Company A**. What happened? Was Company A just

better at drying? Was **Company B** dishonest? More importantly, how can you know?

Property losses like storm damage, fires, plumbing failures and sewage backflow cause significant damage to buildings and personal property. There is also the risk of sickness to building occupants exposed to contaminants.

See "The Importance of STANDARDS" on next page

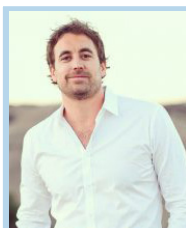
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STANDARDS... continued from page 1

Families and businesses can be disrupted or displaced for days or even weeks. These disasters require professional attention to ensure that structures are returned to a pre-loss and healthful condition.

When a property owner suffers a loss, they want to know that:

- All necessary work is done.
- The work is done safely.
- The work is done in a timely manner.
- No costly unnecessary work is done.

In other words, property owners want a good job without getting ripped-off. Insurance companies that pay the majority of these losses want the same things. In addition, the insurance company wants to keep the insured property owner as a customer. How the professional restoration company performs the work will determine if all of these objectives are met.

Professional restoration contractors who understand and abide by published industry standards and guidelines are the best hope for property

owners and insurance companies looking for a successful outcome in these difficult situations.

Looking at the scenario above, it might be easy to jump to the conclusion that **Company B** is overcharging the client for additional unnecessary drying equipment. But let's look a little closer.

First off, we need to know how each company calculated the number of air movers and dehumidifiers to place on the job. The Institute of Inspection Cleaning and Restoration Certification publishes the IICRC S-500 Standard and Reference Guide for Professional Water Damage Restoration. The S-500 supplies a formula to calculate drying equipment needed at the beginning of a water loss. In this example, **Company B** used the calculation correctly. Company A merely guessed how much equipment to use or simply didn't have enough.

Company B followed the IICRC S-500 Standard and monitored drying conditions daily, adjusting equipment and documenting drying progress in all affected materials.

Company A left and did not return until day 3.

Company B used inspection instruments as outlined in the IICRC S-500 Standard to assure that drying goals were met and that all materials were dried to pre-loss condition. Drying took 4 days. **Company A** assumed that everything was dry enough after 3 days and needed the equipment on another job.

3 months later, the home dried by **Company A** is found to have significant mold damage caused by excessive moisture left in materials. Correcting this mold damage requires the removal of cabinets, flooring and wallboard in the kitchen at a total cost of \$18,000 and a five-week disruption to the lives of the residents.

The home dried by **Company B** is clean and dry, the storm damage repaired and the family's life back to normal. Along with experience, training and integrity, the application of industry standards plays a significant role in the success of **ServiceFirst, Your Restoration Hero** on restoration projects of all types and sizes.

The Good Life



Good Clean Funnies

What has hands but can't clap?
A clock!

What has a ton of ears but can't hear a thing? A cornfield.

How do you get an astronaut's baby to stop crying? You rocket!

What has more letters than the alphabet? The post office!



CROCKPOT Chicken Chili

Directions

Mix green salsa, diced tomatoes with green chile peppers, white beans, chicken broth, corn, onion, oregano, cumin, salt, and black pepper together in a slow cooker. Lay chicken breasts atop the mixture.

Cook on Low until the chicken shreds easily with 2 forks, 6 to 8 hours.

Remove chicken to a cutting board and shred completely; return to chili in slow cooker and stir.

Serve with tortilla chips, sliced avocado, and shredded cheese.

Prep Time: 10 mins

Cook Time: 6 hrs

Total Time: 6 hrs 10 mins

Servings: 5

Recipe courtesy allrecipes.com

Ingredients

- 1 (16 oz) jar green salsa (salsa verde)
- 1 (16 oz) can diced tomatoes with green chile peppers
- 2 (15 oz) cans white beans, drained
- 1 (14.5 oz) can chicken broth
- 1 (14 oz) can corn, drained
- 1 onion, chopped
- 1/2 teaspoon dried oregano
- 1/4 teaspoon ground cumin
- Salt and black pepper to taste
- 3 skinless, boneless chicken breasts

Use the "Transfer of Learning" & BUILD Your Child's Self-Confidence



BPT
The "transfer of learning" is not only useful for school-aged children, but toddlers and preschoolers also take skills they've encountered at child care and apply them at home.

If you have ever watched your children doing something at home that made you think to yourself, "I wonder how they learned to do that," then you've witnessed "transfer of learning".

Experts recommend three specific methods to support this crucial process.

1. Establish clear communication channels between parents and educators - Many facilities offer a daily report to let parents know what their children are learning, in addition to quarterly parent-teacher conferences. Make time to talk with your child's caregivers if possible. This will help to pinpoint areas to focus on at home. It's also an excellent opportunity to share any concerns with the educator.

2. Introduce activities at home to expand on learned skills and do them together - Once the line of communication is open, foster those skills learned from school at home. Rec-

ognize a topic your child is learning at school, such as recycling, and then highlight the steps taken at home to recycle. Identify your child's interests and tailor activities to incorporate them.

3. Offer positive affirmation - Children respond well to encouragement from their parents and family caregivers. When your children demonstrate something at home from school, recognize their efforts and you will build their confidence and self-worth. You can ask them, "Is that a new song? Can you teach it to me?" Be sure to name the skills and qualities out loud to help your children internalize the feedback and associate positive emotions with those skills.

It's well-known that the greatest amount of brain development takes place in the first five years of life. By taking life skills your children are learning at school and applying them at home will benefit their lifelong learning and development.

Celebrate DRY January and See the BENEFITS



The term "Dry January" has been growing in popularity in recent years. Going "dry" is a trend that encourages its participants to abstain from alcohol for the month of January. Well known in the UK, there are two main benefits for participating.

The first benefit is to save a little extra money after the holidays. Every time you find yourself going to buy a bottle of wine or enjoying a cocktail, save the money instead. If your wallet didn't feel the holiday pinch, you could donate all of the savings to your favorite charity. If you don't regularly partake in alcohol, you could substitute for your favorite coffee.

The second benefit is to detox your system after the extreme holiday overindulgence. Many people already feel inspired to hit the gym and eat healthier this time of year. Besides giving you some extra cash to spend, abstaining from

alcohol for the month can also provide positive returns on your health such as more energy and better sleep.

Here are some suggestions to help you get started and set yourself up for success.

1. Create an environment where you're going to succeed. Put away your stash of booze - either hide it, give it to a friend to hold, or toss it. Out of sight, out of mind!

2. Recruit a friend to do the challenge with you. Not only will you support each other and be able to vent to each other-but you can also plan nonalcoholic activities together.

3. Schedule a calendar of things you love to do that don't involve alcohol. That might mean cooking, working out, learning a new instrument. This will occupy your time, and give you plenty to look forward to during your dry month. Good Luck!!



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Participating in Dry January may also help kick-start any weight loss New Year's resolutions. You will be healthier, sleep better and feel less anxious.



Be SMART about Supplements in the New Year

Do you take a dietary supplement? You may be shocked to learn that the FDA does not approve these supplements on your store shelf. But, thanks to the internet, it's easier than ever to research products and there are **four** easy ways to ensure you are putting a high-quality product into your body.

1. Do you recognize the ingredients? Since supplements are not FDA approved, it's up to consumers to research and know what they're putting in their bodies. This is where ingredient traceability - the process of tracing the origin and journey of ingredients through the supply chain to ensure safety, quality and transparency - comes in. Most Americans are more likely to purchase dietary supplements that are traceable from the seed to the shelf.

2. Do you understand where the ingredients are grown? Consumers are now demand-

ing product transparency forcing companies to be more open not just about their ingredients, but their production practices as well. Even beyond supplements, over 80% of consumers agree that clean and sustainably made skincare and cosmetic products are superior as well.

3. Is the company you're purchasing from environmentally conscious? Consumers are now, more than ever before, opting for products that are both good for their health and wellbeing and the planet.

4. Does the product have a certification or seal of approval? Having an objective, third-party assurance that the product you are using meets quality standards is another way to ensure reliability. On skin care products, it is visible on the packaging and easy to check.

Ultimately, consumers are driving the shift toward higher quality, more sustainable products.



BPT
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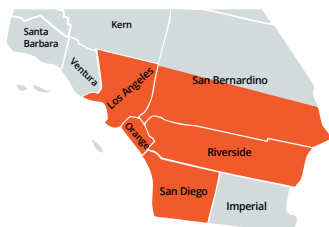
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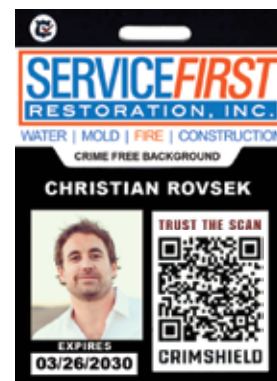


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