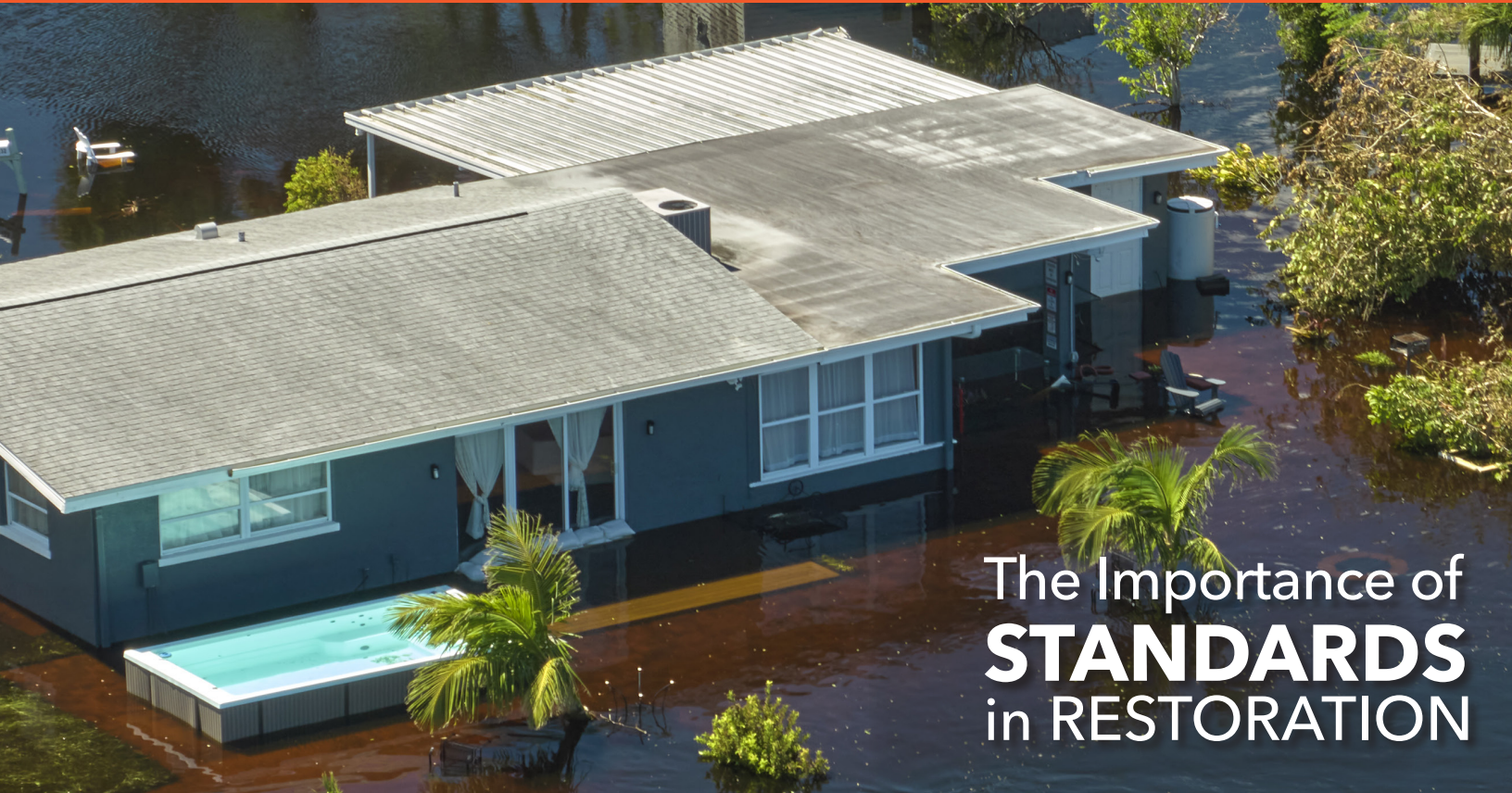


THE BUZZ...News You Can Use

SEPTEMBER 2025

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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 at a cost of \$4,596* for drying equipment rental. Company B initially places 48 air movers and 8 dehumidifiers and takes 4 days at a cost of \$8,736*.

The difference is over \$4,000 between the two. What happened? Was Company A just better at drying? Was Company B dishonest? More importantly, how can you know?

**Rates may vary and are based on zip codes and drying equipment models.*

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. 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.

See "STANDARDS in Restoration?" on next page

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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 Restoration** on restoration projects of all types and sizes.

The Good Life



Good Clean Funnies

Why couldn't the sesame seed climb up the hill? Because it was on a roll!

Why is grass so dangerous? Because it's full of blades!

What musical instrument can you find in the bathroom? A tuba toothpaste!

Why do some fish live in salt water? Because pepper makes them sneeze.



STUFFED Pepper Soup

Directions

Heat a large skillet over medium-high heat. Cook and stir ground beef in the hot skillet until browned and crumbly, 5 to 7 minutes. Drain and discard grease.

Add green pepper and onion; cook and stir until onion has softened and turned translucent, about 5 minutes.

Add tomatoes, tomato sauce, broth, thyme, and sage; season with salt and pepper. Cover and simmer until peppers are tender, about 30 to 45 minutes.

Meanwhile, bring water and rice to a boil in a saucepan. Reduce heat to medium-low, cover, and simmer until rice is tender and water has been absorbed, 20 to 25 minutes.

Stir cooked rice into soup; heat through and serve.

Prep Time:	15 mins
Cook Time:	45 mins
Total Time:	1 hr
Servings:	6

Ingredients

- 1 pound ground sirloin
- 1 green bell pepper, chopped
- 1 cup finely diced onion
- 1 (29 ounce) can diced tomatoes
- 1 (15 ounce) can tomato sauce
- 1 (14 ounce) can chicken broth
- 1/4 teaspoon dried thyme
- 1/4 teaspoon dried sage
- salt and pepper to taste
- 2 cups water
- 1 cup white rice

Recipe courtesy allrecipes.com



How to Choose the RIGHT Dental Care Products for your PET



Bad breath, yellow or brown tartar, red gums, difficulty chewing, excessive drooling or pawing at the mouth are signs of dental problems in your dog or cat, which can lead to serious health issues that can even affect their heart, liver and kidneys. If you notice any of these signs, consult your veterinarian right away.

Remember pets are individuals too, with their own preferences, allergies, food sensitivities and picky eating habits that can make administering products difficult. There are a variety of oral health products specially designed for different pets and their individual needs, including powders, soft chews and more. Here are some options to consider.

Use a plaque-reducing Powder: Using a powder to help reduce plaque, prevent tartar and treat bad breath is ideal for a seamless addition to your cat or dog's diet, as you simply

sprinkle once, daily. It's also the most economical choice, particularly for long-term use.

Treat them with Soft Chews: These soft chews are another option to try that has shown significant reduction in plaque and tartar, while also improving bad breath.

Dogs love their bones: For dogs who love to chew, Dental Care Bones provide dual functionality - they're designed to satisfy a dog's natural chewing instincts while also aiding in dental care. Dental Care Bones will bolster your dog's oral health routine with every chew.

Pet oral health made simple: It's never too early - or too late - to start with good dental habits. Finding the best option for your pet and taking proactive steps now to help keep your furry friend's teeth in good shape, you'll feel good knowing you're helping to support their overall health and well-being for years to come.

9 Best WEBSITES to Sell Stuff and Make MONEY!

1. Facebook Marketplace is free. With local pickup and shipping options, people can find and buy your listings from just about anywhere—and you can vet them before meeting.

2. Craigslist, like the classified section of the newspaper, is a free website that shows a sales forum in your city. Craigslist works best for furniture, cars, collectibles and home goods. But beware: There has been tons of scammers who pose as fake buyers.

3. eBay is for selling collectible items, electronics and vintage or antique pieces. With auction and Buy Now options, you choose how buyers purchase your goods. Heads up: There are some fees, so read the fine print.

4. Etsy's Marketplace allows reselling in their vintage and craft supplies categories. The more unique, the better!

5. Nextdoor is great to keep sales local.

User accounts are based on your neighborhood, so you can connect with buyers nearby.

6. OfferUp is a free app with options to sell locally or ship items. Make a free profile with your email, list your items, and work out the price and pickup details with your buyer.

7. ThredUP is a consignment style site where you mail them your items, then they do all the work, give you a cut of the sale, and it conveniently gets picked up from your front door!

8. Decluttr is a great option to keep sales local. User accounts are based on your neighborhood, so it's a great platform to connect quickly with buyers nearby.

9. Shopify is used for creating your own store. For only \$29 a month, you can set up your own website with a shopping cart and link out to other online sites, like Amazon or eBay.



The Internet is great for a few things: Doug the Pug's Instagram, two-hour delivery, spaghetti sauce recipes and the life story of the heirloom tomato. Plus, another thing: making money!



TIPS for the Back-To-School Season



1. Visit the school or classroom before the first day. Before the new school year begins, familiarize your child with the general layout of the school to help them feel more comfortable on their first day, even if your child is returning to the same school.

2. Read books about starting school. Stories with characters your child can relate to — especially those with characters attending their first day of kindergarten — are useful for relieving first-day jitters and providing a boost of confidence where needed.

3. Talk to your child about their feelings about school, friends, teachers, and new activities. When discussing back to school, you might gauge your child's thoughts about the classroom. Ask them what they are looking forward to and what they are interested in learning, along with any concerns they might have.

4. Set intentions with your child for the school year ahead. Just like adults make intentions for the new year, students can do the same for the new school year. Some teachers recommend choosing a "focus word" with your child every month that represents their intention. (September words might include friendship, perseverance, or kindness.)

5. Leave time to read for fun. Set up a book nook at home to develop a reading routine. This way, you and your child (or just your child, if they're already reading independently) will have a place to read when they get home from school.

6. Gather the supplies they need for a successful school year. Designating items as "back to school," even something small like a fresh box of crayons, makes preparing for the school year a ritual and can stoke excitement.

Whether your child is beginning kindergarten or a returning student, there's lots to be done to prepare for the year ahead, including talking about their fears, anxieties, and concerns.

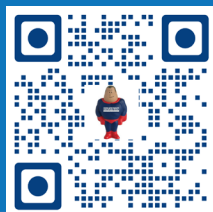


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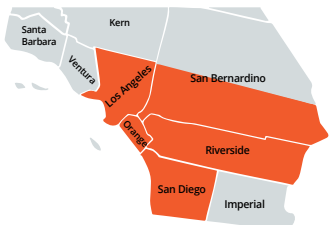
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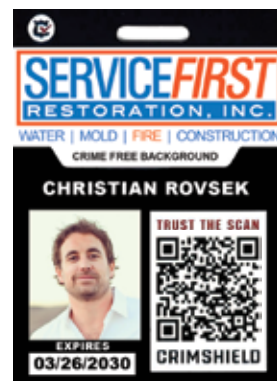


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