



# DISASTER RECOVERY QLD

Insurance Claims made easy

## Initial Assessment / Report / Estimation

Administration:	Angela Rivera	Front office:	Renee Thomson	Accounts:	Yvette Paa	Trade Assoc:	SCRIA	ABN: 42633062307	
	<a href="mailto:admin@disasterrecovery.com.au">admin@disasterrecovery.com.au</a>		<a href="mailto:frontoffice@disasterrecovery.com.au">frontoffice@disasterrecovery.com.au</a>		<a href="mailto:accounts@disasterrecovery.com.au">accounts@disasterrecovery.com.au</a>	RIA	ISSA	IICRC Registered	
Job No:		Office email:	<a href="mailto:admin@disasterrecovery.com.au">admin@disasterrecovery.com.au</a>				Office Ph:	07 3879 4677	0478 012 115
Claim Date:		Time received:		Claim Supervisor:			Paul Lederhose		
Job Supplier:		Order No:		Date contacted:				Time contacted:	
Clients Name:		Tenants Name:		Meeting on-site:					
Ph Number:		Ph Number:		Ph Number:					
Site Address:									
Other Address:									
Any other claim details:									
Staff member:		Staff member:		Staff member:					
Time on-site:		Time on-site:		Time on-site:					
Time off-site:		Time off-site:		Time off-site:					
Claim Type:						Category:		Class:	
Policy Number:		Claim Number:		Building Amount:		Content Amount:			
Cause of Loss - short description:									
Are there other trades required:		Other Trades:							
Assessor been assigned:		Assessor:		Contact No:					
Date of Loss:									
Other Job Notes:									



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### 1st Attendance - Technician Assessment and Inspection

### Contents

#### Documentations:

Front property photos	Completed Incomplete Unable to complete	JSA	Completed Incomplete Unable to complete	SWMS	Completed Incomplete Unable to complete	<a href="#">Pre-work Agreement Form:</a>	Completed Incomplete Unable to complete	<a href="#">Authority to commence:</a>	Completed Incomplete Unable to complete
Source of loss been identified		Source of loss been fixed		Make safe completed		Reason not completed			
Content damage:		Manifest complete		Packout required					
Clear photos taken of damage		Storage required		Type of storage					
Item Description	Serial Number	Model Number	Size	Model	Res/NR				



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Building

#### Building Structure

Building affected:		Claim made:		Containment Required:	
Drilling Req:		Authority Form			
Removal Req:		Authority Form			
Thermal Readings taken:		Moisture Readings taken:		Moisture Meter used:	

Additional Staff Required:		Number of staff:		Reason:	
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Circuits:		Amps Avail:	Circuit 01		
Amps:			Circuit 02		
Cleaning of structure required:			Circuit 03		Explain:

Any further inspections carried out:	
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Any further instructions provided:	
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Building photos taken:	
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Provision of qualified staff as determined by company's policy and risk management program requires that all personnel involved in all the procedures are properly trained and skilled in their particular areas of involvement

External photos taken to show elevation, required space for vehicles, storage units or skip bins, roof pitch and construction, damage to roofing, visual over hanging to property, unforeseen damages or property issues.

Visible microbial growth (B):	
Visible microbial growth (C):	

Est. Days Drying (B):	
Est. Days Drying (C):	

Suspect Asbestos:	
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**\*\*Temp Accomodation required:**

**Reason:**



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[illegible]



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## Day 1 Readings

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[illegible]

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Assesment Report 1st Att:		Initial Assessment / Report / Estimation						
Main roof damaged	Yes	No	Unsure		Home Maintained	Yes	No	Unsure
Home cluttered	Yes	No	Unsure		Insured willing to proceed	Yes	No	Unsure
Incident confirmed	Yes	No	Unsure		Specialty drying required	Yes	No	Unsure
Insured understands the steps	Yes	No	Unsure		Disposal required	Yes	No	Unsure
Insured advised not to turn off the equipment	Yes	No	Unsure		Storage required	Yes	No	Unsure
Insured understands their obligations	Yes	No	Unsure		Scope of works to be added	Yes	No	Unsure
1 <sup>st</sup> Attendance report:						Drying equipment installed	Yes	No
<u>Attended site and performed the following:</u>					AFD Air filtration devices installed	Yes	No	Unsure

Clear photos taken of the front of the property to identify the follow:

- Elevation to the street
- Any damage to the roof
- Any over hanging fauna
- Ability to gain access to the property
- Area to drop a storage unit, skip bin, trailer if required on-site

Moisture mapping, moisture readings and thermal images to clearly determine affected areas- Also determined a dry standard from non-affected areas

Clear photos taken of each area in a circle direction to get a full room view

Clear photos taken of the damaged areas including building and content materials

Extraction of standing water with a water claw and extraction wand for maximum free water removal

Relocation of furniture to a non-affected area to assist in free water removal and drying

Unable to remove all furniture to non-affected areas, placed foam elevating the furniture from the floor to prevent secondary damage and promote drying

Floated carpet to expediate drying process

Removed: - Photos taken to support removal

- Carpet as deemed to be non-restorable due to: contamination/age/staining/economical to restore
- Underlay as deemed to be non-restorable due to: contamination/age/staining/economical to restore
- Smooth edge as deemed to be non-restorable due to: contamination/age/staining/economical to restore

Installed drying to affected areas in accordance with IICRC S500 standards & IICRC S520 standards

Safety of leads from machinery are secured by means of tape or ran not to cause a trip hazard

Fogging of an Anti-Microbial to reduce both air-borne and settled bacteria to reduce bacterial load



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## Assessment Report 2nd Att:

## Initial Assessment / Report / Estimation

[illegible]



## DISASTER RECOVERY QLD

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### Assesment Report 2nd Att:

### Initial Assessment / Report / Estimation

Re-attended site and performed the following:

Moisture readings and thermal images to measure current moisture levels and measured against our initial dry standard readings

Clear photos taken of each moisture readings

Clear photos taken of any additional damaged areas found including building and content materials

Moisture levels have reached bench mark and the following processes taken

- Pack up and removal of drying equipment
- Cleaned up areas as a result from drying equipment
- Relayed carpet to return to pre-loss condition
- Vacuumed carpet
- Applied browning correction chemical to remove water marks
- Steam carpet – 8 step Professional Cleaning Process
- Returned furniture to available areas

Moisture levels are yet to reach bench mark in all areas.

Possible reasons include:

- Insufficient equipment installed due to power restrictions
- Equipment tripped
- Equipment turned off (Machine Hours )
- Claim restrictions doesn't allow enough equipment to be installed..... Reason:

Drying equipment has been replaced in areas above bench mark and in accordance with IICRC S500 standards & IICRC S520 standards required ( ) more days drying

Equipment has been removed from areas reaching bench mark and in accordance with IICRC S500 standards & IICRC S520 standards

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Any discussions with the Insured, Landlord, Tenant and or Assessor?





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[illegible]



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## Assessment Report 3rd Att:

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[illegible]



### Claim analysis

### Initial Assessment / Report / Estimation

#### Restoration Steps:

**Enhance Evaporation:** Once water is collected and removed, evaporating the remaining water in the materials should be promoted. Evaporation is the process of changing liquid to a vapour. Evaporation is enhanced and facilitated by using specialised equipment placed strategically to provide high-velocity air movement across wet materials.

#### **Removing Water Vapour (Ventilation or Dehumidification)**

Once moisture evaporates from structural materials and contents into ambient air, relative and specific humidity, along with vapour pressure, can increase. This increase damage if evaporation moisture is not removed. Abnormally high vapour pressure can drive elevated moisture into materials increasing the potential for secondary damage. (e.g., Microbial growth, discolouration, adhesive release, delamination, swelling, buckling, warping and splitting). Collection and removal of vaporising moisture can be removed through dehumidification, venting the wet air or desiccant equipment. Failure to remove evaporating moisture can retard the drying process.

#### **Principles of drying**

Effectively drying water-damaged buildings, systems and contents is a detailed and complex process, requiring a combination of art and science. The objective is to minimise the amount of time that materials spend in an abnormally wet state, and to return affected materials to an acceptable drying goal as quickly and safely as practical. Understanding and applying the elements of psychrometry when performing water damage restoration services. Also implementing the principles of drying during restoration project which include the follow information to be recorded.

#### **Controlling Temperature**

Proper temperature control in the drying environment is important to enhance both the evaporation rate and effectiveness of dehumidification. In addition, attention to temperature control is important because microbial growth can be temperature related. Thus, temperature application, modification and control are important basic principles for safe, effective drying.

#### **Removing Excess Water**

Excess water collected and removed from structural components, content and system at the beginning of the restoration process. Water removal involves the use of industrial extraction tools and various techniques and equipment.