

CUSTOMER INTRODUCTION LETTER

INTRODUCTION

We are aware that having had the misfortune to sustain damage to your property can be a traumatic experience and clearly finding a speedy and acceptable resolution is essential. The purpose of this communication is to help you understand the process and highlight some of the challenges to be faced.

It is not possible for us to cover every eventuality, but we hope you will find the following to be useful and informative. Please do contact us with any question about this communication.

ABOUT US

Home and Dry have a wealth of experience in handling Water Damage Restoration and our efforts will focus on minimising, as far as we can, the difficulties that can sometimes be encountered. Communication with Home and Dry in the early stages is critical and it could be that once we have completed our tasks, other contracts will be involved, but we shall fully explain this to you at that time. We tend to be involved at the beginning of a case through:-

- Initial Actions (including mitigating any secondary damage)
- Deploying a drying regime with suitable equipment
- When satisfied, issue a Drying Certificate

You will be allocated one of our office based insurance co-ordinators so that you may always know whom to contact to help progress matters. We would also like to communicate with you via mobile telephone text messaging and/or e-mail, if possible. Could you please help us by ensuring that we have up to date contact information.

For more information about us please see www.homeanddryuk.com

THE PROCESS-

Stage One

It is critical that we know the following information as soon as possible and if you have not been asked can you please let us know as a matter of urgency.

1. All your and any helper's contents contact numbers, including the availability of keys for access.
2. Is there power available for use at the premises for our equipment?
3. Is there any asbestos containing material present such as artex or floor tiles that have been affected?
4. What areas of the building have been affected?
5. Is there any damage to contents and are these separately insured?
6. Where has the offending water come from?
7. Is water damage still occurring?
8. Is the affected property still occupied?
9. Have floor coverings been affected? (a sample may be taken)
10. The electricity meter reading
11. If you have reported details to only one of your building or contents insurers we may need the details including name, address, policy number and telephone number of the other.

Stage Two

Throughout our involvement in your claim we shall be seeking to adhere to self imposed service standards. Our aims will be to ensure that your case will be handled within certain time parameters. We aim for transparency in all that we do.

Emergency repairs

It is likely that this element will have been resolved prior to involvement but if not you need to tell us as it could be secondary damage is occurring and this must be stopped.

Initial Actions

Our Technicians are trained and are required to undertake a Risk Assessment before embarking on any tasks. They need to examine the structure, as well as the affected area, measure up and taking surface and possibly core sample readings: the latter will involve drilling into walls. They also required to take images.

He will also undertake walk through examination to see if there is any asbestos containing material present (ACM). If you are aware that this is the case you must disclose it to us. Please note that we will not be able to turn our machines on until we are confident that there are no ACM risks. **Please refer to our Asbestos advice sheet and if this has not been supplied please let us know urgently.**

From the meter reading information our Technician will calculate the type and quantity of equipment needed to dry the building and also give an assessment of how long the process should take, if the equipment is used efficiently. This duration can be accelerated by removing standing water, wetted items and vapour barriers. It could be therefore that we need to remove wallpaper and in some cases wall plaster. This will be explained prior to commencement as it is clearly important to protect contents and other areas.

Equipment

Our Technician will deploy what we call a 'balanced drying regime'.

This comprises a calculated number of machines which are designed to create the ambient conditions to accelerate the drying process. All will be explained to you but there are certain requirements and expectation of you in the use of the equipment which are set out in our separate 'Use of Equipment' form. Please contact us urgently is this has not been given to you.

Once deployed you will need to sign to confirm that the equipment is in situ and that you understand what happen. We call this our Mandate Form A. This signature also allows us to secure payment from your insurers, once the final costs are known and the drying has been performed to your satisfaction.

We shall agree with you the process for returning to take further readings which will allow us to ultimately confirm that the property has reached its' pre-incident condition. Please note that our processes will not cure any inherent or latent problem.

Stage Three

Drying Certification

From the readings we take we can deduce if the building has dried and at this time we shall decommission our regime, take an electricity metre reading (please do similar for your own records) and ask you to sign our completion note: This is known as Form B.

We shall then issue a Drying Certificate of which you will be given a copy, should you require this

The next stage

Once we have completed our task we shall make it clear for you next phase and who will be in contact with you. **If you do not hear anything within 48 hours please call us and we shall chase this for you.**

Our report will be issued and we than apply for payment for our services based up the pre-agreed rates.

ADDITIONAL SERVICE

Often we are fist to the scene of a water damaged property and our tasks are often to remove water damaged floor coverings. To enhance our range of services we ay have been asked by your insurers to send samples of the covering to independent auditors for analysis and appoint independent carpet retailers to arrange the replacement of these. If so they will contact you separately to supply the quote.

Should you have any questions then please do not hesitate to call us.

Yours truly,
Home and Dry