

January/February 2004

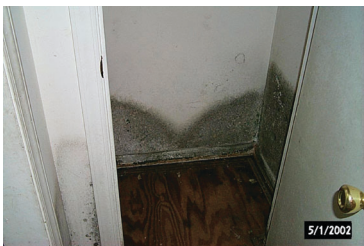
## Restoration

*Jerry Jones, Certified Restorer, (CR), Certified Mold Remediator (CMR)*

### WATER DAMAGE MITIGATION



*Prompt drying within the wall cavity can prevent mold development.*



*Severe mold growth on the sheetrock in the room after a water damage that was not mitigated promptly.*



*Removal of the mold infested sheetrock reveals mold growing within the wall cavity.*

One of the most overused and misleading terms today is *restoration*. It appears everywhere—from references in design to remodeling to damage repair to remediation to mitigation. For a property owner, the differences in definition and real application are great, with very far reaching implications.

In design, restoration usually refers to a style that takes us back to a feel or consciousness of a certain age or definable period in time, such as Early Egyptian, American Colonial, Napoleonic, etc. A collection of pieces may be newly manufactured to assist in a restoration effort to recreate the feel or image of the age or period.

In remodeling, restoration may mean stripping away changes or additions made to a structure over the years to return it to its original structure or design, such as restoring a Craftsman or Pre-Civil War home back to its original appearance or condition. Likewise, removing many coats of paint often restores furniture back to its original appearance.

Damage repair often uses the term "restoration" to mean repairing or replacing damaged components until a pre-damage condition it achieved. It does not necessarily mean taking it back to its new or original condition. Whatever the term "damage" refers to is repaired and the item is considered to be restored, such as a table with a damaged (broken) leg is restored when the leg is repaired or replaced. A cabinet may appear to have a weathered finish and may be described as damaged because of one particular scratch and will be restored when that particular scratch is removed.

In remediation, however, restoration must include mitigation as well as repair. Rapid response, eliminating or controlling the source of damage, containment, protection of unaffected or minimally affected materials, returning the structure or contents to a pre-loss and/or dry state, removing spreading stains created by the source, deodorizing to remove penetrating odors caused by the source, cleaning to remove deposits left by the source, or decontamination all serve to minimize the amount of repair or replacement needed once the disaster has been stabilized. All insurance adjusters know the difference in the cost of a claim loss where professional mitigation was performed versus the cost of the same claim without mitigation.

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### FIRE DAMAGE MITIGATION



*The smoke damaged insulation must be removed and the framing sealed before the repairs are completed to prevent lingering smoke odor.*



*Emergency services after a fire damage includes cleaning metals (as with this homeowner's silver) and glass items. Soot is very corrosive and will cause irreversible etching if not cleaned promptly.*



*During a fire, soot can enter the HVAC System. Proper cleaning is required to prevent further contamination throughout the building and residual smoke odor.*

Too many times, in the case of water damage or fire damage situations, repairs are performed without necessary mitigation. Without mitigation, the damage usually worsens and repairs are performed over unstable materials to generate more hidden damage. The newspapers contain articles every day about buildings found to be overrun with mold caused by dampness left from a previous water damage never remediated properly and covered up by repairs. Structures and contents surviving a fire damage often still smell of smoke and charred wood because needed removal of the charred wood, cleaning to remove the soot, effective deodorization, and sealing porous materials was not performed as part of mitigation prior to repairs. Simple math tells us the cost of

**AFTERDISASTER®**  
 is one of the few full  
 service water damage  
 and fire damage  
 restoration  
 companies that offers  
 both professional  
 mitigation and  
 professional repair  
 services.

Business Centers in Greensboro, Raleigh, and Charlotte, our IAQ/Duct Cleaning Division, or our Large Loss Division, we are prepared to respond quickly to any situation that requires immediate loss mitigation or subsequent restorative assistance. Typical services include structure and contents protection, (including packout and storage where necessary), water extraction, structure and contents drying, mold remediation, sewage remediation, smoke odor control and deodorization, structure cleaning, contents cleaning, and structure repair.

Many of the **AFTERDISASTER** Network Members are professionals in the repair side of "restoration" but lack the training, experience, tools, equipment, solutions, and supplies necessary to provide the professional mitigation offered by **AFTERDISASTER**. They often contact us to provide the mitigation prior to their repairs. Other times, they determine the repairs could be successfully handled by **AFTERDISASTER**'s own repair staff (After all, we did start out as a construction company!) and refer the entire restoration project to us to meet the needs of the customer in the disaster faster and more effectively. And still other times, we perform the mitigation, then share in the repair to speed the return to pre-loss condition. Property owners, insurers, Network Members, and **AFTERDISASTER** all share in the WIN-WIN-WIN-WIN situation created as time and money are saved as the quality of performance rises.

Contact one of our Business Centers today to find out more about WINNING with **AFTERDISASTER**. ■

*AfterThoughts*® newsletters are intended to be a useful source of information to our readers. We welcome your opinions on articles in our publication, as well as suggestions for future articles. Please send correspondence via fax 1-336-855-1144 or e-mail to Jan.Barham@AFTERDISASTER.com.

Your **AFTERDISASTER**® team provides this information to assist its customers in recovering from a water or fire emergency. However, many disasters often require specialized training and assistance, and the information included in our newsletters may not exactly fit your situation. Please consult your **AFTERDISASTER** representative for assistance with your clean-up and restoration questions. Contact our office for further information.

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**Mitigate:**  
 \ˈmit-ə-gāt\  
 v - to cause to  
 become less harsh:  
 to make less  
 severe or painful.

undoing a repair, performing proper mitigation, then re-repairing old and new damage is going to cost more than proper mitigation prior to repair.

**AFTERDISASTER**® is one of the few full service water damage and fire damage restoration companies that offers both professional mitigation and professional repair services to property owners suffering disasters, large and small, and to their insurers. From our

