

According to fire code requirements by state and local building authorities, technicians found the presence of double layers of drywall, sound-proofing and insulation materials in all walls, as well as sprayed fire-proofing materials on structural steel between floors. All of these components absorb water, and due to their organic nature are subject to mold and mildew. Although incomplete drying procedures would not have resulted in immediate problems, mold and mildew would have soon become obvious. Had the **AFTERDISASTER** technicians not thoroughly inspected the job and taken the necessary steps in drying the building, the drywall, wallcoverings, all fire-proofing and sound-proofing materials would have needed to be removed and replaced. This careful assessment of the structure, evaluation of alternatives, and implementation of thorough water damage restorative methods by qualified technicians resulted in a savings of approximately \$600,000 in potential further damage to the property. ■

We want *AfterThoughts*® newsletters to be a useful source of information to our readers and 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.

**Dennis Sutton**, Marketing Representative  
Charlotte, NC • 704-849-6400

**Myra Taft**, Marketing Representative  
Charlotte, NC • 704-849-6400

**Robert Woods**, Marketing Representative  
Greensboro, NC • 336-294-4321

**Donald Mason**, Marketing Representative  
Raleigh, NC • 919-862-8600

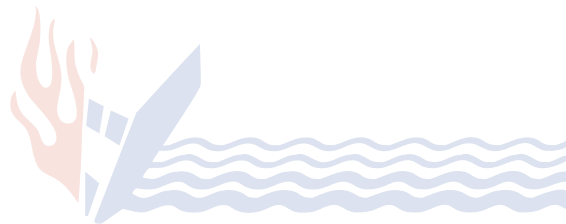
**Ellen Johnson**, Marketing Representative  
Winston-Salem, NC • 336-712-0400

Edited by **Jan Barham**, Marketing Manager, Greensboro, NC.

©2003 **AFTERDISASTER**, The Water and Fire Emergency Team®, the building on fire and under water logo, and *AfterThoughts* are service marks of Southeast Restoration, Inc. and may be the subject of one or more federal trademark registrations.



Post Office Box 10393  
Greensboro, North Carolina 27404



November/December 2003

## The **AFTERDISASTER**® Large Loss Team

*Lee King, Certified Restorer, (CR), Certified Mold Remediator (CMR)*

This issue of *AfterThoughts*® is a compilation of stories from the last several years that illustrate the expertise of the **AFTERDISASTER** Large Loss Team. The Large Loss Team is uniquely qualified through years of experience, knowledge of construction, and plenty of equipment to restore extensive commercial building damages. It is always the goal of the Large Loss Team to minimize the water fire or smoke damage, in order to prevent further damage from occurring, and return the building to full operation with as little time and revenue loss as possible. The Large Loss Team is prepared with large capacity generators to provide electricity to sites where power may be out or increased electrical capacity is required. Hundreds of dehumidifiers, thousands of air movers and miles of



extension cords remain loaded is specially designed trailers to quickly deploy throughout the southeastern United States. ■



*Hurricane Isabel washed away the highway connecting Hatteras Island to the mainland.*



*The highway comes to an abrupt halt - severing Hatteras Island and forcing emergency services to take a four hour ferry ride to provide aid.*

### **HURRICANE ISABEL**

In September of 2003, **AFTERDISASTER** support teams arrived on the Outer Banks of North Carolina just as Hurricane Isabel was departing. The United States Postal Service was the first customer to utilize our services, needing assistance at five postal facilities as soon as access was allowed. Each post office had sustained two to four feet of tidal flooding during the surge of the hurricane.

**AFTERDISASTER** received an emergency FEMA pass which allowed the island alongside of the United States Coast Guard's Emergency Strike Force Team. **AFTERDISASTER** was apparently the first restoration company to arrive on Hatteras Island, and delivered the much needed drying and emergency equipment to those in need.



*Sustained hurricane winds of 70+ mph and storm surges rearranged property.*

**AFTERDISASTER** crews performed an initial assessment of each facility and then began decontamination, debris removal, drying and dehumidification services for the USPS.

Within two days of beginning work, the facilities were up and running, receiving and distributing mail. The most difficult to reach facility was the Hatteras Island Post Office. Hatteras Island was severed by the surge in three places, rendering it nearly without an infrastructure. Water, water treatment, electricity, housing, and food services had to be brought in by ferry, typically taking four hours each way.

At the time of this publication, Hatteras Island has just been reconnected to the mainland through pumping of massive amounts of sand.

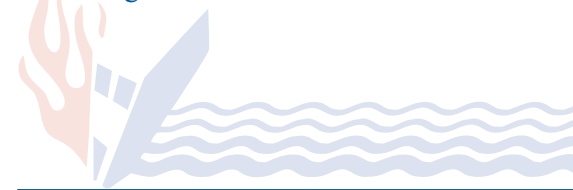
In conjunction with this work, **AFTERDISASTER** crews provided over 1,000 pieces of drying and decontamination equipment to local contractors, property owners, and school systems in eastern North Carolina. ■

### LARGE LOSS DIVISION NEVER SNOWBOUND

*With the possibility of another harsh winter looming, you can be assured the Large Loss Team has the experience to handle storm-related damages.*

Traditionally, the South enjoys mild winters and a few light snowfalls of 2-6 inches at most (outside of the Blue Ridge Mountains). January 2000, however, rewrote the weather history books for the southeastern parts of South Carolina and North Carolina with record setting 14-21 inches of snow. In addition to school and business closings, and treacherous driving conditions, the uncharacteristic snowfall created numerous problems. Sandhill Quilting Company, a large textile plant in Wallace, South Carolina, was especially hard hit.

The weight-bearing roofing structure for any building is calculated with its geographical location and common weather patterns as part of the equation. The thirty-year old Sandhill Quilting Company had passed building codes for this part of the Southeast, but as 14-16 inches of snow piled onto the roof, the steel beam structure began to buckle under the weight sending melting snow on top of quilted furniture packing blankets and conveyors. If that wasn't enough, the sprinkler system and water tower next to the plant was compromised, sending thousands of gallons of water gushing into the collapsed structure. And then it began to rain.



The **AFTERDISASTER** Large Loss Division was called in just after the roof collapsed from the weight of the snow, responding within 24 hours despite the thick snow and icy roads. The roof was shored up and barrier walls built to divert the pouring water from the remainder of the plant and offices. Wet cotton blankets were quickly removed from inside the collapsed structure to prevent the possibility of spontaneous combustion of the textiles. Though most businesses were closed, our trained disaster technicians managed to bring in storage trailers and dumpsters to dispose ruined textiles. Most restoration companies would have responded with armies of technicians and spent weeks mitigating the huge loss. **AFTERDISASTER** accomplished the massive cleanup with eight specially trained technicians and within six days. George Walters, President of Sandhill Quilting Company stated, "The prompt action saved the rest of our plant from extensive water and moisture damage. I personally feel that Sandhill has been able to operate during the rebuilding stage because of the prompt action of **AFTERDISASTER**." ■

### A CAPITAL JOB

On July 9, 2003 the historic capitol building in downtown Raleigh sustained fire damage. One of the welding crews was repairing copper seams during renovations and the fire occurred without detection, until smoke was noticed in the attic and exterior.

Fortunately, one of the Governor's personal offices and many priceless historical artifacts were spared due to the quick extinguishing of the fire. Still, the building sustained an extensive amount of smoke.



**AFTERDISASTER** has the expertise and equipment to mitigate damages and restore skyscrapers such as this one.



**AFTERDISASTER's** extensive inventory of mitigation equipment is delivered to the site via specially designed trailers.

Capitol Officials called **AFTERDISASTER** and crews were dispatched from the Raleigh and Greensboro Centers, and the Large Loss Division immediately. The job was resolved the following day due to immediate installation of ventilation equipment, emergency cleanup efforts, around the clock attention to detail, and deodorization procedures. ■

### AFTERDISASTER SAVES \$\$ ON COMMERCIAL PROPERTY DAMAGE

Sometime after hours on Friday, April 20, 2001, a small supply line to a water heater above the 4<sup>th</sup> floor burst at the CrossPointe Office Complex in Raleigh, NC. The alarm system notified the Property Manager, Trademark Properties, Inc. at 5:00am the next morning. Their Vice President, Karen Brown, contacted the local **AFTERDISASTER** Business Center in Raleigh to request emergency assistance.



CrossPointe Office Complex in Raleigh, NC

This loss was typical of multi-story commercial water losses in the sense that the water had an "hourglass effect." Normally, the floor where the source of the water is sustains damages horizontally as the water spreads across the entire floor. The floors immediately below this floor, in this case the 3<sup>rd</sup> and 2<sup>nd</sup> floors, sustained substantial damages, but not to the extent of the 4<sup>th</sup>. The 1<sup>st</sup> floor, on the other hand, had substantial horizontal water damage as the water also spread here horizontally.

At a glance, the job was dry and secure after just three days. However, close evaluation of the moisture content inside of wall and ceiling cavities revealed another story.



Lee King, President, **AFTERDISASTER**, teaches Referral Network Members how to "Secure the Job."

In addition to calls directly from property managers experiencing a water, fire or smoke damage, the **AFTERDISASTER** Referral Network provides many assignments for the Large Loss Team. The Referral Network is a strategic alliance between **AFTERDISASTER** and other restoration companies who request our assistance to mitigate damages to create a winning situation for all concerned:

- 1) The property suffering the damage receives quality restoration
- 2) **AFTERDISASTER** has the satisfaction of another job restored well
- 3) The Network member receives a referral fee.



Brett McDaniels of Chem-Dry, Guilford County, received referral fee check of \$950 from Lee King, President, **AFTERDISASTER**.

After Effects