



Client Initial: \_\_\_\_\_

## Water Damage Client Information

Dear Client,

Thank you for your confidence in C.A.R.E. (Cleaning And Restoration Experts). We are genuinely sorry for your misfortune. As a promise to you, we will do our utmost to complete our work carefully, quickly, and with as little inconvenience as possible.

C.A.R.E. has many years experience in deflooding restoration, and all of our technicians have been trained by nationally certified schools. We understand that a water loss can turn a homeowner's life upside down, and can appreciate the emergency situation that presents itself. However, in providing full reconstruction services, we ask that the homeowner please understand that these services are scheduled according to availability.

In order for us to better serve you, the following necessary things must take place to enable us to successfully complete our job.

1. **Paperwork must be signed.** - This will facilitate both insurance and non-insurance work and authorizes us to begin work.
2. **Important information needed** - You will need to get us the following information as soon as possible: 1) The name of your insurance company. 2) Your claim number. 3) Your insurance adjuster's name, phone number, fax number, and email address. **Once you have obtained any or all of this information, please contact our office with it as soon as possible so that we may process your claim quickly.**
3. **Safety!!!-** Safety of all occupants of the property is our top priority. First we ask, when possible, not to enter the area infected by the water loss. When not possible, please limit any useage of the infected areas. If you need access to items in the infected area, please ask our crews to gather them for you.

### **Please exercise caution in each of these areas :**

- a. **Slip and fall hazards** - Flooring material may be wet and present a serious slip hazard.
- b. **Electrical hazards** - If dehumidifiers or air movers must be moved, they must first be turned off, and then unplugged as it may be hazardous to move these units while they are operating. Otherwise, we request that you do not adjust the drying equipment to avoid any potential shock hazards. Also, please be aware that moving or turning off our drying equipment may delay the drying process. If this becomes a problem, your insurance company may not cover the entire bill we submit, in which case you, the homeowner, are responsible for the balance.
- c. **Trip hazards-** With many cords and hoses having to be used to dry out a structure, they represent a tremendous trip hazard.
- d. **Tackless strip hazard-** Exposed tackless strip (carpet tack strip) is a danger even when covered.
- e. **Crawlspcace hazard-** In most circumstances, while drying a crawlspace, we have to disingage an access cover in your floor. Often times we place this cover "loosely"

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over the opening to keep warm air in the home, and cool air out. This cover may not be secure, and shouldn't under any circumstances, be stepped upon.

4. **Continued access must be arranged** - Because of the emergency nature of our business, and the fact that we must continually monitor equipment and moisture levels, it is usually impossible to set a prearranged time to arrive at each client's home. Additionally, other clients may need our equipment as well. If another emergency situation presents itself, and we need our equipment, and are unable to access it, we reserve the right to charge you for it, even though it is not being used. To help eliminate these additional costs, we suggest placing a key with a neighbor, leaving it in a designated hiding place, or simply giving us a spare.
5. **Tips to help you through your water damage:**
  - a. **Turning off or unplugging equipment** - You will increase drying time and the likelihood of mold growth.
  - b. **Rearranging or moving drying equipment** - The drying equipment has already been placed to achieve the most effective drying. Carpet and walls may "Feel" dry to the touch, but not actually be dry. Our technicians have specialized tools to monitor when correct drying levels have been achieved.
  - c. **Please keep your home at normal temperatures (68 to 80 degrees) and DO NOT add humidity (ie swamp cooler).** Turning up the temperature doesn't speed up drying and can cause damage.
  - d. **Windows and doors** - Exterior doors and windows should be closed unless instructed otherwise by C.A.R.E. A high humidity outside, may increase drying time as well as cause secondary damage.
  - e. **If reflooding occurs, please inform us as soon as possible** - There is a good chance we will need to alter our treatment plan.
  - f. **We strongly recommend carpet cleaning as the final step to properly finish the drying process** - Cleaning your carpets will help avoid odor and remove any contaminants that may still be present.

I have read and understand all the above information, and by signing this form, agree to be responsible for informing all parties that may enter the work area of any and all **safety issues**.

Responsible Party: \_\_\_\_\_

Date: \_\_\_\_\_

**Thank You For Allowing Us To Serve You**

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**"Where your satisfaction guarantees our success!"**