

## A MESSAGE FROM THE OWNER, BOB MOCK

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One Call, LLC has been a neighborhood Property Damage Restoration & Remodeling resource for more than 10 years, witnessing first hand the distress and disruption a property damage claim can have on a homeowner's life. After helping 100's of clients recuperate from disasters like fire, water and storms we know first hand how these unpredictable disasters can affect your life. We would like to help by giving you some of the tools necessary to aid in developing a strategy should you find yourself facing the unfortunate disaster.

All too frequently, property owners are unaware of, or not prepared for critical decisions that need to be made concerning property damage claims. Unfortunate consequences can be suffered when the wrong decision, very innocently is made without the necessary information.

Property Owners need to have a trusted & experienced "Restoration & Construction Advocate" to help guide them through their specific situation & recovery claim. Your Advocate will help relieve much of the stress and anxiety that comes with this process by:

- The scheduling of the mitigation services like drying, demolition and odor control to make sure these services are done professionally, without exposure to the security of your family, personal property or unnecessary damage to your property.
- The detection and assessment knowledge, training and equipment to determine such things as where has the water gone or where is the smoke odor. This will ultimately help in developing the next step.....
- The Crucial development of the initial scope of work. (For Example: What is damaged and what should be included in the estimate of costs. This has been the central challenge in disputes between homeowner's and insurance carriers or their contractors and the reason your "Advocate" should be at the initial visit from your insurance adjuster.)
- The thorough and complete development of the estimate of cost of repairs to the property based upon the scope of work, existing conditions, and quality of existing construction.
- The suggestions or recommendations on remodeling that could be incorporated into the restoration rebuild, most times at minimal additional costs to the property owner.
- The supplementation of the original claim when additional work is needed due to code compliance, existing conditions etc.
- The assurance that your property will be restored to its original quality, in a timely manner, with the least amount of disruptions to your life as possible.

FACT: CASE is the logical choice to be your "Restoration & Construction Advocate" for the following reasons:

- We are certified in water and fire damage restoration by the IICRC.
- Have a customer friendly, "Remodeler" production process.
- Can estimate on the same type of estimating program as adjuster so the communication with the insurance company is better than a remodeler who can't estimate on that same program. This means you claim gets handled more efficiently and effectively so your property can get restored with the least amount of waiting.
- Although CASE works well with insurance adjuster, CASE is not on any insurance company vendor programs so you never have to wonder where our loyalty is.

We would like to offer you some solid advice should you find yourself, or someone you care about in this difficult situation. Please take the time to review these documents, and utilize them in developing a plan that is right for you.



FIRE . SMOKE . WATER . STORM . HAIL . FLOOD . ICE

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