

# Water Damage Paperwork

## Water Damage Worksheet (first section office use)

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Day of Week: \_\_\_\_\_  
Job Address: \_\_\_\_\_ Time of Call: \_\_\_\_\_ Contact: \_\_\_\_\_  
E-mail: \_\_\_\_\_ Home Phone: \_\_\_\_\_ Contact #: \_\_\_\_\_  
Billing Address: \_\_\_\_\_ Husb. work: \_\_\_\_\_ Husb. Cell: \_\_\_\_\_ T?  
\_\_\_\_\_ Wife work: \_\_\_\_\_ Wife Cell: \_\_\_\_\_ T?  
Insurance Co: \_\_\_\_\_ Agent: \_\_\_\_\_ Phone: \_\_\_\_\_  
Insurance Adjuster: \_\_\_\_\_ Phone: \_\_\_\_\_ Cell: \_\_\_\_\_  
Floor Underneath: Concrete Particle Board Red-X Plywood Hardwood T&G Other  
Is this a "5th Generation" carpet? Yes  No  Clean  Sewer  How long wet? \_\_\_\_\_  
Type of Carpet: glued down  stretched in  Power: On  Off  Heat: On  Off   
What happened? \_\_\_\_\_  
\_\_\_\_\_  
Directions to home: \_\_\_\_\_

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### On-site Initial Interview/Inspection

Introduction- Full name, company, reason you are there. (Call customer by last name.) Customer Interview:

1. "Have you identified where the water came from?" \_\_\_\_\_
2. "Are there any unsafe conditions that you know of?" \_\_\_\_\_
  - a. Electrical items/plugs wet? Where are the breakers?" \_\_\_\_\_
  - b. "Sagging ceilings due to water?" \_\_\_\_\_
3. "Can you show me the source of the water?" \_\_\_\_\_
4. "Has the in-flow been stopped?" \_\_\_\_\_
5. "Does anyone in the family have any unusual health issues?" \_\_\_\_\_
6. "Do you have any special concerns/ items of unusual value or sentimental appeal?" (List items/ areas out for Special Handling. Don't forget Indirect Verbal Reassurance.)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. "Please give me a tour of the affected areas and as we go please share any questions that you have. I'll also be checking areas that may not appear to be wet for any hidden water intrusion. Is it OK if \_\_\_\_\_ starts setting up our hoses and equipment?" (Ask permission before opening any closed doors, cabinets, furn, etc.)

### Loss Review/Damage Containment Planning

1. "Let me review your concerns and questions ..."
2. "Here is what I will be doing right now as part of what we call Damage Containment. (Itemize the steps you will be doing today and the equipment you will place along with your estimated time for drying.) This step will dry and stabilize the home and prevent further damage. This first step will also allow you time to coordinate between your insurance company and our office."
3. "If I can get you to sign here authorizing us to start work we'll get started ...." (Work Authorization)

# Water Damage Paperwork

## On-site Internal Paperwork

Crew Chief: \_\_\_\_\_ Arrival Time: \_\_\_\_\_

Assistant: \_\_\_\_\_ Departure Time: \_\_\_\_\_

Authorization Signed? Yes  No  Cover letter left? Yes  No   Initial W/D Estimate left?

Moisture Control Monitoring Sheet left: \_\_\_\_\_ Monitoring frequency: \_\_\_\_\_

<u>Name of room (ck if gluedown.)</u>	<u>Size of room (l X w)</u>	<u>Area pulled</u>	<u>Extract only</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Can we reinstall? Yes  No  Equip. needed: \_\_\_\_\_ Type of pad: \_\_\_\_\_

Tack strip OK? Yes  No  Metal OK? Yes  No  If not what type & how much: \_\_\_\_\_

Molding pulled? Yes  No  Where & how much? \_\_\_\_\_

Quality of original installation: \_\_\_\_\_ Condition of subfloor: \_\_\_\_\_

Backing: Primary \_\_\_\_\_ Secondary \_\_\_\_\_ Condition \_\_\_\_\_

Carpet type: \_\_\_\_\_ Condition: \_\_\_\_\_ Latex OK? Yes  No

Any seams torn & where? \_\_\_\_\_ # of seams cut: \_\_\_\_\_

Where seams cut? \_\_\_\_\_

# of doors pulled: \_\_\_\_\_ # of airmovers: \_\_\_\_\_ # of dehumidifiers: \_\_\_\_\_ Type: \_\_\_\_\_ # of stands: \_\_\_\_\_

Furniture moving time: \_\_\_\_\_ Stain removal: \_\_\_\_\_

Is a follow up inspection needed? Yes  No  If yes, why? \_\_\_\_\_

Job Notes: \_\_\_\_\_

**Keep the customer involved-** If the home owner is interested always explain what you are doing and the purpose of each piece of equipment. Keep technical jargon to a minimum and use simple illustrations. Display a "Sense of Urgency" and avoid personal chit-chat.

**Post Inspection-** As you are finishing up the initial work simply say, "Let me review with you what we've done..." Show the home owner around and explain your internal paperwork including our Moisture Control Monitoring Sheet. So what is going to happen next? "Here is the next step in the process..." Give the client a reasonable time line and what their responsibilities are, including contacting their insurance company. Be sure to double check their contact phone numbers and how we will access their home.

**Thank you and good-bye-** "Mrs. Jones, I've enjoyed meeting you even under these 'unhappy circumstances'! If you have any questions just call me. Do you still have my card? Here, let me write my cell phone number on the back. We really appreciate your business and IF you are happy with our work please tell your insurance agent and adjuster that we did a good job!"

# Water Damage Paperwork

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

Name: \_\_\_\_\_

Address \_\_\_\_\_

## Initial Water "Damage Containment Phase" Estimate

Damage Containment Estimate Only: Regular Rates (Overtime charges addnl.)

	Unit prices		Min. Chg.	Total
Initial Call and water extraction	_____ sq. ft.	@ .40 up	120.00	_____
Disengage carpet and remove pad	_____ sq. ft.	@ .32	85.00	_____
Disinfect subfloor & carpet back	_____ sq. ft.	@ .18	50.00	_____
Door removal and labeling	_____ doors	@ 6.00		_____
Furniture and contents moving	_____ hours	@ 48.00		_____
_____ Axial fans	_____ days	@ 30.00	60.00	_____
_____ Small dehumidifiers	_____ days	@ 55.00	110.00	_____
_____ Large dehumidifiers	_____ days	@ 72.00	144.00	_____
_____ X-Large dehumidifiers	_____ days	@ 105.00	210.00	_____
Round trip mileage	_____ miles	@ .40		_____
Travel time (outside 20 mile radius)	_____ hours	@ 40.00		_____
Overtime Surcharges (see below)				_____
Preliminary total for Initial Damage Containment Phase only-				_____

Dear Homeowner,

This estimate is only for the initial damage control work we will be doing on this water damage service call and the rental charge for the drying equipment we recommend leaving. Prices and the scope of repairs are subject to change if further damage is discovered. **THE CHARGES LISTED ARE ONLY FOR THE SERVICES NECESSARY TO STABILIZE YOUR HOME AND HELP PREVENT FURTHER DAMAGE.**

If you decide to restore your carpeting, etc. further work and charges will be necessary. We will be happy to furnish a complete restoration price for both you and your insurance company after your home is completely dried out.

Overtime surcharges: Many water damages require immediate response to prevent further damage. Overtime surcharges are based on the labor part of the estimate only, not the equipment rentals.

Weekdays: 5:00 PM - 12:00 Midnight	additional 50%
Week nights: 12:00 Midnight to 8:00 AM	additional 80%
Weekends: 5:00 PM Friday to 8:00 AM Mon.	additional 80%

I have received a copy of this initial damage containment phase and understand it is covered by the terms of the Work Authorization I have signed.

Signed \_\_\_\_\_ Date \_\_\_\_\_

# Water Damage Paperwork

Date of Mailing \_\_\_\_\_

Name  
Address  
City, State Zip

Dear \_\_\_\_\_,

Enclosed is the paperwork for your recent \_\_\_\_\_ loss. Because so many people have never been involved in this type of situation, I would like to review the remaining few steps to be followed:

1. You will receive this packet only after we have completed the restoration of your home.
2. If appropriate, we will have delivered a copy of the enclosed report to your insurance agent and/or your adjustor to help expedite payment to you.
3. Our terms are net 30 days from the date we sent you your final statement. I need to emphasize that Our Company is working for you, not your insurance company, and **payment will usually be made directly to you.** Payment to Our Company, in turn, needs to be made by you to us.
4. Per our authorization contract with you, if we have not received payment within 30 days of the date on this letter, we will send you a statement which will include interest charges. To avoid these late charges, we suggest that you **immediately** contact your insurance agent or adjustor to see if additional paperwork is required from you to process your claim. **Our Company has no influence with your insurance company - you have a great deal of influence.**

This letter is meant to provide a smooth transition between the expert care we have been giving your home and the final paperwork. While we understand a damaged home is never "fun," I hope that Our Company has given you superb service through this difficult time.

Please take a few moments to fill out the enclosed Customer Comment form. We appreciate your input and we do listen to our clients. Also, if you have any questions, please feel free to call me here at the office.

Sincerely,