



91 Poplar Street  
Petrolia Business Park  
Red Deer. AB

***First Call Restorations Ltd. has been serving Central Alberta since 2001; our management teams experience in the restoration Industry extends back to the 1980's.***

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## ***A Friendly Guide to the Disaster Restoration Process***

Damage Restoration is the process of restoring property back to its pre-loss condition after sustaining damage. Our staff of trained professionals will reduce the stressful impact the loss will have on you and will efficiently provide you with a quality workmanship to ensure your property is restored back to its pre-loss condition. We would like to provide you with more details about the process of restoring your property so that you will know what to expect as we work with you on your project.

At any point during the duration of your claim, should you have any questions or concerns, contact your Project Manager and they will be happy to assist you; here at First Call Restoration “we have your back.”

### ***Phase 1 Emergency***

Response time during an emergency is crucial to preventing further damage. Emergency restoration work is conducted immediately after a loss has occurred. During the emergency stage we will follow a damage mitigation process to halt and contain the spread of further damage, which may include removing wet or contaminated building materials, completing the structural drying process, testing for hazardous materials, and demolition. We inspect your site to provide a comprehensive assessment, determine the category of loss damage and identify the scope of work to be done. Your First Call Restorations Project Manager will then compose a full damage assessment of your property to be submitted to your insurance company.

At this time we will collect your deductible, in accordance with your insurance policy, the policyholder is responsible for paying the stated deductible related to the covered claim. If you have specific questions regarding your deductible, please contact your Project Manager or your insurance adjuster for details.

In most cases, we request that your deductible be paid in advance before beginning work. For your convenience, we can accept Visa, MasterCard, E Transfers for this payment, as well as personal checks.

Before we are able to begin work on your property, insurance adjusters require that you sign a Work Authorization Form to prove we have legal access to your site.

### ***Phase 2 Estimate & Approval***

Once the emergency work has been completed, we will prepare a cost estimate for the restoration repair work, and submit it to your insurance company for approval. Once the insurance company has made the decision on how much your policy will cover, you will be provided with a scope of the work along with the cost. Any costs that are not covered by the insurance company are payable by the homeowner. Once we have the go-ahead, the restoration repair process will begin.

### **Phase 3 Rebuild**

After your signed Work Authorization is received, it is our responsibility to restore your property to the pre-loss condition in accordance with the approved scope of work by your insurance company or yourselves for Private contracts. In doing so, we will assign a Project Manager to coordinate, initiate and complete all cleaning and repairs as identified on the written and approved scope.

At the start of the job, we will provide an approximate completion date for your repairs. We will make every effort to remain on schedule, however, due to the complexity of restoration versus new construction, delays and interruptions may be unavoidable as we may encounter additional damage repair situations not discovered in the original scope. At any phase of the restoration, please do not hesitate to ask any questions as we welcome your involvement in the repair process, we have listed your direct contacts at First Call Restorations for your convenience.

When we provide an estimate, we allow for materials and products of a "Like Kind & Quality" to replace the original materials which were damaged. If you choose to make upgrades or changes that deviate from the original materials, it must be approved by the Project Manager and the insurance adjuster. If a change or upgrade has an associated cost increase, a separate estimate will be prepared and the difference in cost over the "Like Kind & Quality" repair will be payable by the homeowner.

### **Phase 4 Completion**

When a final walk through/check list has been completed and you are satisfied with the restoration, you will be asked to sign a Certificate of Satisfaction to assure that all work was completed according to our scope and your satisfaction. This Certificate will be sent to your adjuster with the invoice and will allow the insurance company to release any remaining payments for the restoration. At this time we would ask you to complete the Customer Satisfaction Survey found in your First Call Restorations folder and return to us, this survey will guide us in improving our services and we appreciate you taking the time to complete it!

<b>Your FCR Contacts</b>	<b>Name</b>	<b>Phone</b>	<b>Email</b>
Project Manager	Chris Jackson	403-309-5522	chris@fcr ltd.ca
Project Manager	Dallas Matheson	403-309-5522	dallas@fcr ltd.ca
Efficiency Officer	Jordan Harris	403-309-5522	jordan@fcr ltd.ca
Admin Assistant	Stacey Balanoff	403-309-5522	mail@fcr ltd.ca
General Manager	Kelleigh Kulcsar	403-309-5522	mail@fcr ltd.ca