

*Service*MASTER
Restore®

FROM DISASTER
TO DONE, WE'RE
THERE FOR YOU.



RECONSTRUCTION GUIDE

WE'RE THERE WITH YOU EVERY STEP OF THE WAY.

We understand how stressful this situation can be. You just want life to get back to normal as quickly as possible.

› And that's what ServiceMaster Restore® delivers. In the middle of a chaotic time, we are here to listen and support you from start to finish.

Most likely, this is the first time you've been in this situation. While we understand your situation is unique, we have helped homeowners navigate through this process countless times. We've learned through the years that communication is key, so we pledge to keep you informed. That's why we created this guide for you.

Your ServiceMaster Restore Project Manager will review this guide with you. This guide will help explain the restoration process and answer some of the questions you may have. We encourage you to review the Frequently Asked Questions at the end of this guide, and let us know if you have any other questions during the project.

A reconstruction project typically involves several phases. Through it all, your ServiceMaster Restore Project Manager will ensure you understand what is happening and give you the information you need to make the best decisions for your home.

While each project is unique, the information in this guide is designed to provide you with a general understanding of the steps involved in restoring a home. We hope it will offer some insight and help answer your questions.





UNDERSTANDING THE RECONSTRUCTION PROCESS

These are the seven phases of restoring a home, some of which may overlap:

- 1 Estimation & Approval
- 2 Scheduling
- 3 Materials Selection & Approval
- 4 Construction
- 5 Completion
- 6 Building Inspections
- 7 Post-Construction Clean-up

There are several parties involved in this process. Just as keeping you informed is a priority, we also communicate with your insurance claims representative and mortgage company throughout the project.



THE PHASES OF RECONSTRUCTION

1 ESTIMATION & APPROVAL

Our first step is to create a list of all the repairs that need to be made and a cost estimate, which we will provide to you and your insurance provider.

After the estimate is approved, we'll assign a Project Manager to oversee the entire project and be the point of contact for anything you need.

2 SCHEDULING

In phase two, your Project Manager schedules all sub-contractors who will be working on the project. Whenever possible, we will give you approximately 48 hours notice before work begins.

3 MATERIALS SELECTION & APPROVAL

In phase three, your Project Manager will guide you through selecting materials for your project.

You have the opportunity to make upgrades if you'd like. Just mention it to your Project Manager, and he or she will help you with all the details.



4 CONSTRUCTION

The ServiceMaster Restore team and our sub-contractors complete the construction process from start to finish. If you have questions at any time during the project, let your Project Manager know and he or she will be happy to answer them.

5 BUILDING INSPECTIONS

At various points in the restoration process, your property will be inspected to ensure that it meets structural, electrical, mechanical and plumbing codes. Your Project Manager will coordinate all of these on your behalf.

6 COMPLETION

Once construction is complete, you will be able to review all the repairs with your Project Manager. The project isn't complete until you are satisfied.

7 POST-CONSTRUCTION CLEANUP

We thoroughly clean up the restored area after we are finished.





FREQUENTLY ASKED QUESTIONS

Q How long will the restoration project take?

A Because every situation is different, it is difficult to predict exactly how long the restoration project will take. Talk with your Project Manager about the phases of your project and an estimated completion date.

Q What does pre-loss condition mean?

A The ServiceMaster Restore goal is to return your home to how it was before damage occurred.

Q Do I need a permit?

A If required, your Project Manager will arrange the appropriate permit(s) on your behalf.

Q Will I have to be home all the time?

A No, we do our best to minimize the effect of the reconstruction process on your daily routine.

Q Do my belongings need to be moved away from the premises?

A We understand that you may prefer to keep your belongings on site, and they may be able to remain depending on the size of the project.

For large restoration jobs, it may be best to move all your belongings in order to protect them and make room for construction. In that case, we pack, inventory and transport your belongings to a secure facility.

You can rest easy knowing our team is fully trained and will treat your possessions with the utmost care.

Q Will I have access to my belongings while they are in storage?

A Yes, with advance notice, we can schedule a time for you to gain access to your items.





WATER



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RECONSTRUCTION



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