

# FIRE DAMAGE

BEFORE

AFTER



# SWARTZ

DRYOUT • CLEANUP • REBUILD

Swartz Restoration & Emergency Services • [SwartzRestoration.com](http://SwartzRestoration.com) • Office: 419.331.1024





At Swartz Restoration, our Care Team is the frontline support for customers facing the aftermath of property damage. As the first response team, they help navigate clients through their initial inquiries and concerns, providing clarity and reassurance every step of the way. From addressing questions to alleviating pain points, the Care Team is dedicated to ensuring that customers feel supported and informed from the outset.

One of the key strengths of the Care Team lies in their expertise in conducting comprehensive process reviews. By meticulously outlining the restoration journey, they empower customers with the knowledge needed to make informed decisions about their property's restoration. This proactive approach not only instills confidence but also fosters trust in Swartz Restoration's commitment to delivering quality service.

Central to the Care Team's mission is their specialization in facilitating seamless communication among customers, insurance companies, and the production team. By serving as a bridge between these stakeholders, they streamline the exchange of information, ensuring that everyone is on the same page throughout the restoration process. Through effective communication and dedicated support, the Care Team aims to guide customers through what can often feel like a roller coaster of emotions during the claims process, ultimately helping them navigate the journey with confidence and peace of mind.

## WHAT TO DO AFTER A FIRE

- Call Swartz Restoration or other local service providers and arrange for **Emergency Boardup Services** and Fire and Smoke Remediation Services.
- Always get permission from fire department officials to re-enter the fire-damaged structure.
- Call your local insurance agent to begin the claim process.
- Attempt to locate any documents and records that are important.
- If you need additional assistance, contact other local organizations (Red Cross, Salvation Army, churches and nonprofits).
- Take care of your pets. Leave them with family, friends, or your veterinarian while you initially recover from your loss.
- Do not use any utilities (electricity, gas, water) until checked by a professional.
- Call your mortgage lender to inform them of the fire. Call any credit card companies to inform them of lost or damaged credit cards.
- If it's not safe to stay in your home, tell your local police department that the property will be vacant.
- Contact an accountant or the IRS to explore benefits for people recovering from fire loss.

\*Recommendations based on "After the Fire" published by FEMA (January 2019)

## FOR YOUR PEACE OF MIND: OUR PROMISE AND WARRANTY

We stand behind all our restoration work with a five-year warranty covering both materials and workmanship. In addition, for fire damage restoration projects, we include a 100 percent smoke-free guarantee.

## WHAT NOT TO DO AFTER A FIRE

- Do not enter your home until the fire department has deemed the area safe.
- Do not turn on gas, water or electric utilities until a professional has inspected them and says they are safe to use.
- Do not attempt to drive any vehicle or ATV damaged in the fire.
- Do not attempt to clean smoke-damaged contents or clothes. Sometimes things can be made worse if not handled and cleaned properly.
- Do not share insurance or financial information with people you do not know or with companies that do not come recommended.

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24 HOUR EMERGENCY RESPONSE:

**800.462.1024**

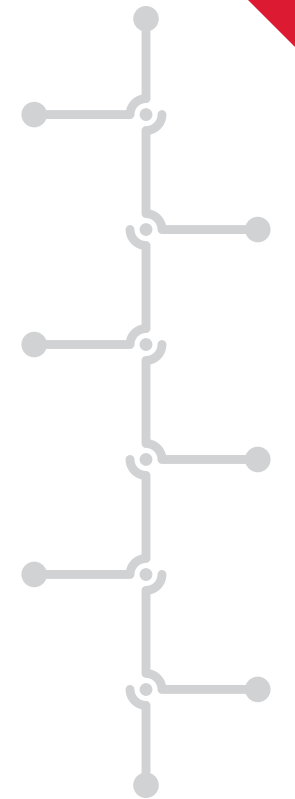




## “CLAIM TIMELINES” ROLLER COASTER

Sometimes these processes can feel a little overwhelming or even like a rollercoaster. We have helped thousands of customers over the last three decades recover from damage to their home or business.

- Estimating Time Frame
- Insurance Adjuster Approval Time Frame
- Contract Time Frame
- Job Begins Time Frame
- Production Time Frame
- Mortgage Company Time Frame



## MATTERPORT

Time is critical in the initial stages of the restoration process. We work in hazardous environments, dedicate hours to manual measurements, and make repeated visits to the damaged site. Throughout, we prioritize restoring your home or business without compromising on documentation or incurring unnecessary rework expenses.

With Matterport’s new Property Intelligence feature, we can easily and safely obtain automatically generated measurements, floor plans, and property reports. This is another way that we want to show our customers that “We Care”.





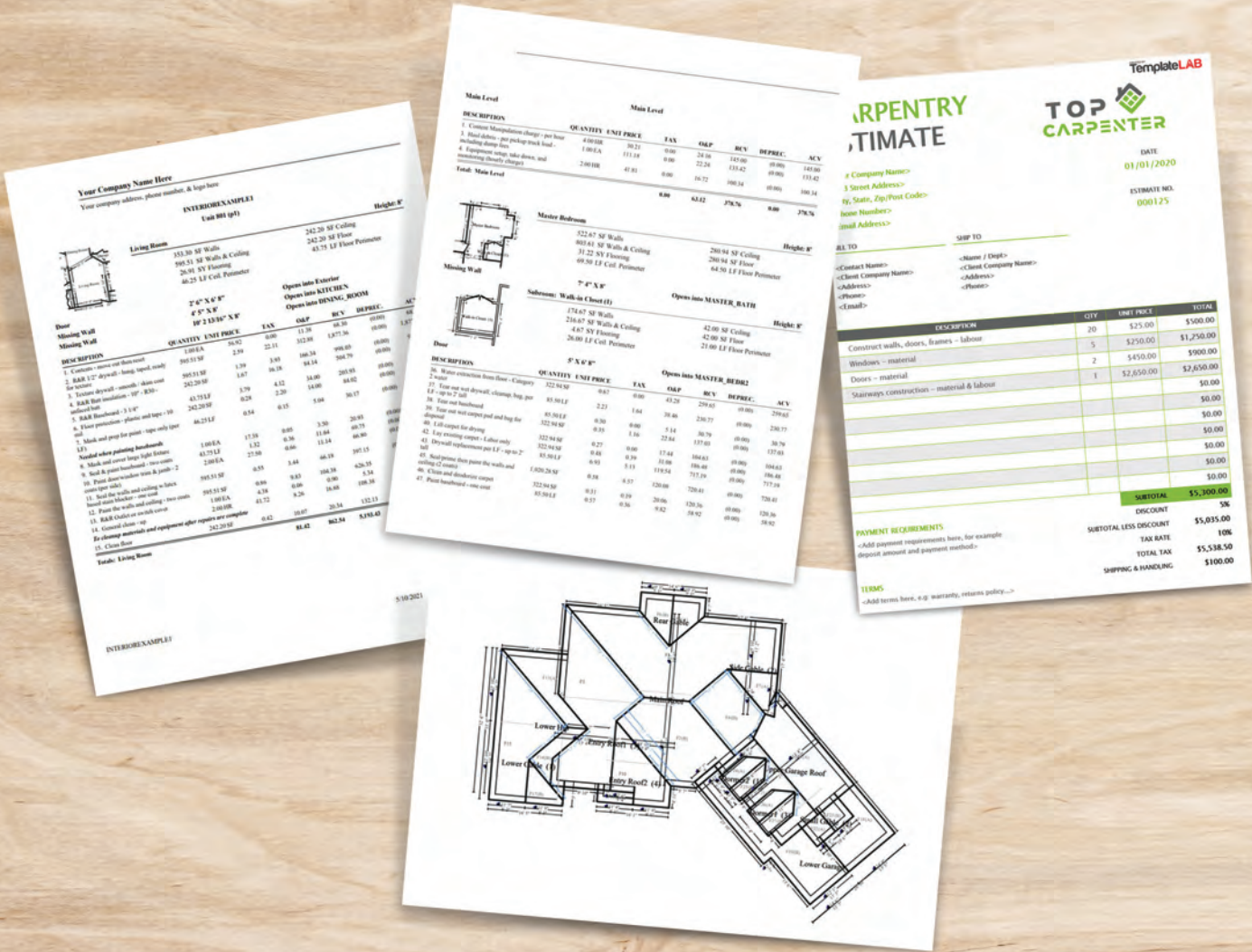
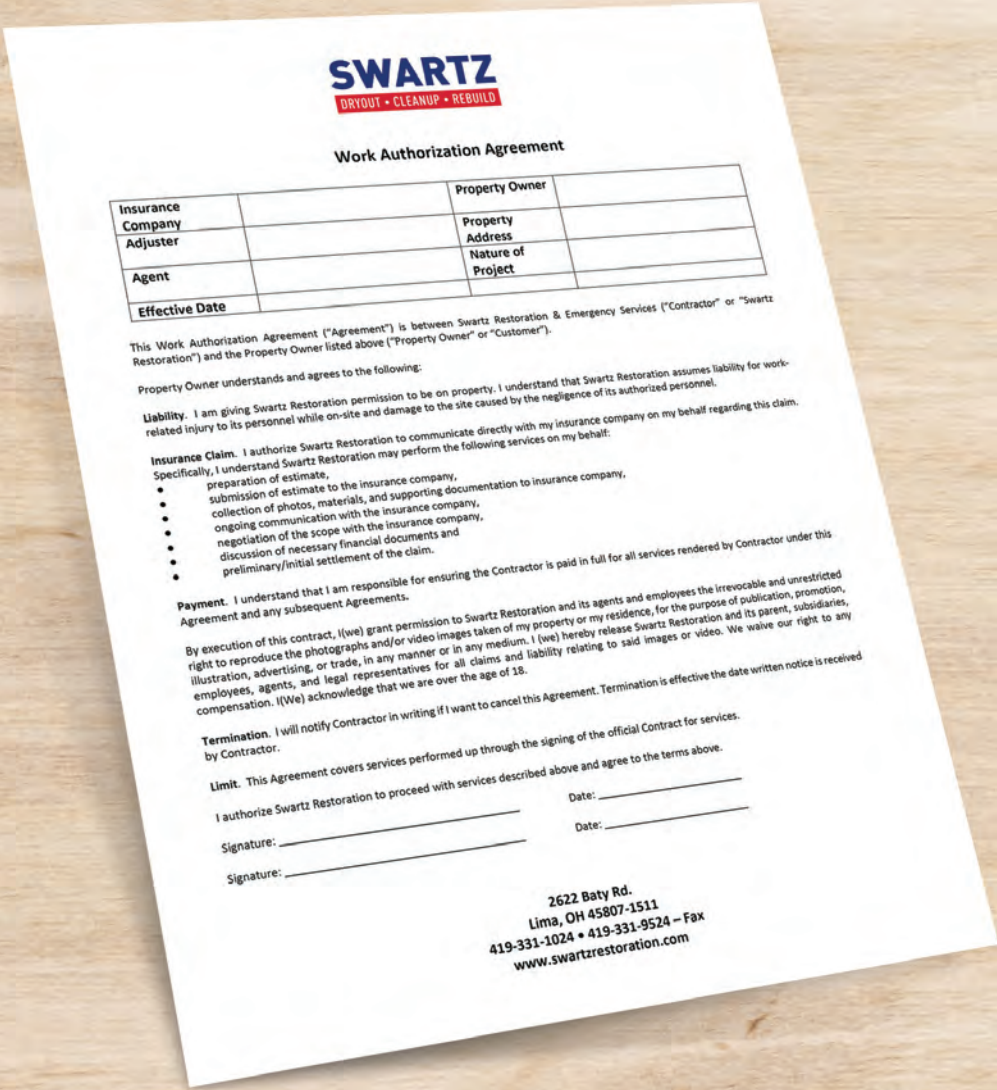
WHAT IS A WORK AUTHORIZATION?

Phase 1

We work on your behalf to create an accurate estimate for properly repairing your home or business. By signing the work authorization, you enable us to negotiate with your insurance company, take photos and videos, measure your property, and ensure that the initial estimating phase is completed promptly and accurately for you.

Phase 2

Once the insurance company approves the estimates, we will meet with you to review the scope of work to be performed. At that time, we will also finalize and sign the contract for repairs.



APPROVAL PROCESSES GO SMOOTHER WITH US

Unlike typical contractors, we excel in every aspect of the restoration process, from initial estimates to effective communication throughout your claim.

Insurance companies have specific requirements for estimate formatting, and failing to meet these can cause significant delays in restoring your property. That’s why we use Xactimate. Since over 80% of insurance companies rely on this software for repair estimates, our investment in Xactimate allows us to expedite the claim process and help you return to normal more quickly.

Above, you can see examples comparing our estimates to those from other contractors.





## YOU'RE INVOLVED IN THE RESTORATION PROCESS

With the worst part of the claim behind you, our goal is to make the repair process as smooth and pleasant as possible. You'll be involved in every step, from weekly job meetings to material selections. We handle all the stress, ensuring that throughout this process, you'll see firsthand that "We Care."

## TRAINING & CERTIFICATIONS

We Care about our employees, and We Care about you. That is why we train our employees in multiple areas of expertise.

We train our employees to perform their job at a high level. That includes the technical aspects of using the equipment to properly inspecting your home to know what steps to recommend for restoration.

That training also includes the customer service aspect so that our team knows how to guide you through the process, answering your questions and helping you understand the best decision to make each step of the way.

*Our technicians have been trained according to the IICRC S500 standards.*



## TESTIMONIALS

SCAN CODE TO WATCH REVIEWS



Or visit [youtube.com/@OhioRestoration/videos](https://youtube.com/@OhioRestoration/videos)

SCAN CODE TO READ REVIEWS



Or visit [SwartzRestoration.com/reviews](https://SwartzRestoration.com/reviews)



# BEFORE, DURING & AFTER



1. BEFORE



2. DURING



3. SMOKE SPRAY SEAL PHASE



4. AFTER RESTORATION







Swartz Restoration & Emergency Services is Northwest Ohio's industry leader in full service residential and commercial restoration and reconstruction. We specialize in fire, water, mold, wind and storm restoration; as well as commercial remodel and vehicle impact claims. With hundreds of restoration projects completed, Swartz Restoration & Emergency Services is the best solution to get your home or business back to its pre-loss condition.

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