



## Categories of Fire & Smoke Restoration

Fire and Smoke Restoration is one of the most challenging part of the restoration world. While many of the same techniques are used in every loss, each loss is completely unique. The differences depend on the size, location, and duration of the fire, and also on the manner in which the fire was put out, among other variables.

There are, however, five categories of restoration when it comes to fire and smoke damage repairs.

- Emergency services
- Building restoration
- Reconstruction
- Content restoration
- Special services

**Emergency Services** are often provided by firms with related specialties. Reconstruction firms may provide emergency board ups, shoring, temporary electrical service and/or winterization of plumbing. Firms that specialize in restoring buildings and contents provide emergency drying, removal and protection of furnishing, as well as deodorization. Those who offer emergency services need to be on call, available 24 hours a day, 365 days a year.

The skills and equipment needed in **Building Restoration** differ from these for building reconstruction, which is why restoration is often performed as a separate category of work. Even when damage is moderately severe, areas remote from the fire may only require restoration. Building restoration is an important step in keeping the cost of the claim down. There are many contractors who overuse the “When in doubt, rip it out” mentality, which increases the amount of reconstruction that then has to occur. If deodorization, cleaning, and restoration of an item or surface is sufficient, that should always be the first option.

The skills, organization and know-how required for **Reconstruction** are different from remodeling and home repair. Companies that specialize in reconstruction tend to be versatile, capable of handling everything from small kitchen fires to restoration of churches, schools and other large buildings. Because they work with different types of structures they develop techniques for cost-effective repairs. They must be able to prepare accurate work specification and estimates with in a short period of time.

Companies in **Content Restoration** handle the personal property in the home or office that has been damaged. Most of the time this is done on-site but some companies maintain in-house facilities with deodorization chambers, drying rooms, ultrasonic cleaners, storage vaults and other specialized equipment. When the home or office is unsuitable for occupancy, the contents may be packed out and taken to the storage facility in-house. This proves to be beneficial in most cases because it is securely stored and the contents can be restored while the building is being repaired.

In some fire damage losses **Special Services** are needed such as freeze drying of documents, structural drying, art restoration, Oriental rug repair, electronic data retrieval, air duct cleaning, as well as consultations with structural and environmental engineers.

Although there are companies that specialize in each separate areas of restoration, it easier, more efficient, and most economical to use a restoration company that provides all of these services under one roof, such as **Action Restoration Inc.** Action Restoration can provide all of the above services, either by our own personnel, or by overseeing the entire process for you. Action Restoration is fully certified and trained in all five categories of Fire and Smoke Restoration.

## Make the Team Better

Members of a team depend on one another. If a quarterback does not follow the play he calls, the other players cannot work together effectively. If a lineman doesn't protect the quarterback, the whole team loses yardage.

Consider how you can help your team succeed!

- Learn how to communicate with different kinds of people.
- Cross train others. The more you understand the whole process, the more effectively you can fulfill your role.
- Become an expert. Obtain certification where possible.
- Keep up with developments, and learn more about related industries.
- Glean knowledge from experienced coworkers, and apply what you learn.

## Health Insurance

My Father-in-law had prostate surgery. We brought him to the hospital at 7:30 a.m., and he was operated on at eight. We were amazed when the hospital called at noon to tell us he could go home. Two months later our beagle, Bo, also needed prostate surgery. When I brought him in, I asked the veterinarian what time I should pick him up. The vet told me Bo would remain overnight. "Overnight?" I said. "My father-in-law came home the same day." The vet looked at me and said, "Bo's not on Medicare."