

Working With Paul Davis – The Repair Process

At Paul Davis, our goal is to quickly and responsibly repair and restore your property with the least amount of inconvenience for you. Any disruption is unsettling. But, the disruption caused by [water](#), [fire](#), [mold](#), [storm](#) or other catastrophe can be devastating.

As “[insurance restoration contractors](#)”, the Paul Davis network is licensed and uniquely qualified to clean up and repair this type of damage. We typically get many questions from homeowners regarding what to expect when working with a Paul Davis office. The information below is designed to help you understand the repair process. If you have further questions, please visit us at www.pdrestoration.com.



Communication

Our staff will keep you informed on job progress and work schedule on an ongoing basis. Please let your Paul Davis representative know the best way to contact you while work is in progress.

Cost Estimate

Due to the nature of emergency clean up and repair work, an estimate is sometimes not provided until the job is complete or near completion. Paul Davis will prepare a detailed estimate outlining the work done at your property and review it with you. To help facilitate your claim, a copy of the estimate will be sent directly to your insurance company for their review.

Scheduling

A member of the Paul Davis team is responsible for tracking the timely completion of your project. Drying procedures are documented to ensure proper monitoring and thorough dryness. Reconstruction work may also be necessary. Normally this work will start within 10 days after your estimate is approved. We will make every effort to minimize delays and inconvenience.

Preparation

Before work starts we suggest that you remove all valuables and sentimental items from work areas. Our crews will remove or protect all contents remaining in work areas. We ask that you communicate your concerns about any items to our staff at the time work starts. (If the damage was caused by fire, be sure you obtain clearance from the authorities first and it is safe to enter the property.)

(more)

Water Damage Restoration – Drying Process

Special care and techniques are required for successful water damage restoration. We use state of the art equipment throughout the process. It is important that all equipment be left operating until our technicians have determined that it is no longer necessary. It is also essential that we monitor the progress on a daily basis and we apologize for any inconvenience this may cause.



Job Conclusion

At the completion of your project, your Paul Davis representative will perform a walk-through of the property and review the work done with you. If everything is satisfactory, we will ask that you sign documents for your insurance company and for warranty purposes. Our staff will be available to answer any questions you may have.

Payments

In most cases, your insurance company will pay us directly for our work. In other instances you or your mortgage company will be included on the check. If so, your assistance will be required to getting funds released to Paul Davis. You may also be responsible for paying a deductible, which in most cases will be due to us at the time work is started.

Follow-up

Because your complete satisfaction is important to us, you may be contacted at the completion of your project and asked to rate our performance on a scale of 0 to 10. If at any time during the period we are working in your home you feel that you could not rate our service a 10, we ask that you contact our office immediately so that we can make every effort to correct the situation to meet your highest expectations.

If your home suffers damage due to water, fire, mold, storm or other disaster, it is important that you act promptly. Contact your local Paul Davis office to begin emergency clean up procedures as soon as possible. Our offices are properly licensed and have certifications from The Institute of Inspection, Cleaning and Restoration Certification (IICRC).



Paul Davis is a leading provider of fire, water and mold damage cleanup and restoration services for residential and commercial properties. They also provide remodeling services for kitchen and bath remodeling and room additions. Founded in 1966, Paul Davis has franchise office locations throughout the US. Visit the website at www.pdrestoration.com or call 1-888-4-PDR-NOW. Call Paul!

