



# HELLO.

Thank you for choosing Paul Davis Systems (PDS). We realize this is a difficult time for you and appreciate the trust you're putting in us.

Your home is in good hands. We are certified restoration contractors. In emergencies caused by fire and smoke, flooding, sewer back-ups, vandalism and more, we use our expertise and specialized equipment to prevent further damage and put things right.

For us, this exercise is not just about restoring your home. Of course we will do that—professionally, courteously, on-time and to an agreed budget. But we care, genuinely, about making the process as simple and painless as possible for you, at every step.



## What's Going to Happen?

If you've never suffered property damage before, you probably have lots of questions. Don't worry—it's your home and you are in charge. Here's how it works...

Your PDS Project Manager (PM) will coordinate all the work we do in your home and will be your key contact. You'll sit down with your PM and review an emergency Work Authorization document, which details all the repairs required to stabilize and secure your home so no further damage occurs.

When the PDS team has completed emergency repairs, we'll identify the reconstruction tasks required to restore your home to its pre-loss condition. Your insurance adjuster may obtain competitive bids from other contractors before allocating these tasks. If PDS gets the go-ahead to reconstruct your home, we work for YOU.

## When Will the Work Start and Finish?

We'll discuss your daily routines and any special considerations. Then we'll create a work schedule that suits your family.



# PAUL CARES.

We really do care about giving you an exceptional customer service experience. That's why we're dedicated to continuous improvement. It's why Paul Davis Systems is the only restoration company to voluntarily have each

one of its jobs assessed by an independent third party.

When we assess ourselves, we expect 10 out of 10. You'll be pleased to know that we are not satisfied with anything less!

Typically, we'll ask you to approve our work with a signature at the end of the job. But on complex jobs, when we divide the work into phases, we might seek your approval for each phase before moving on to the next. It's all about communication: you'll know at all times who is in your home, what to expect, and what changes might be necessary. If you have any questions or concerns while we work in your home, please call us. Your PM, or the Customer Service Representative at your local PDS office, will help you.

## What About Costs and New Materials?

Your insurance policy stipulates that you are responsible for the payment of a deductible. We typically need to collect this before we start work, but we invoice your insurance company for all remaining costs. Your insurance company will approve appropriate restoration using materials of "like kind and quality." If you want to upgrade the materials or design, please discuss the changes with your PM before any reconstruction work begins. We'll ask you to sign a change order and pay any additional costs to Paul Davis Systems directly.

Thanks again; we're looking forward to working for you.



# LET'S TALK.

**Tel: 416-299-8890**

**TF: 1-800-661-5975**

**F: 416-299-8510**

**E: [canada@pds.ca](mailto:canada@pds.ca)**



# HOME AND DRY. FAST.

We are sorry to meet you under these unfortunate circumstances, but we're very pleased to help by drying your home professionally with care. Your certified PDS technicians use specialized equipment and techniques to get the job done quickly with the best possible results. It's important that you know a little about our techniques and are comfortable with what we are doing, so please read the following information carefully.



## What's All That Stuff?

The plastic partitions we install to contain the wet areas in your home might look peculiar, but they are crucial! We call them drying chambers. Inside a drying chamber, technicians can create an environment in which our equipment can operate at maximum efficiency and dry your home as quickly as possible.

Please help us maintain this environment by establishing some simple, temporary 'house rules'.

### House Rules:

1. Ensure nobody moves or adjusts the plastic partitions that create our drying chambers. Do not enter the chambers.
2. Leave all doors and windows exactly as the technicians positioned them. They are set for ideal airflow.
3. For the first 48 hours, don't adjust the air conditioning. It's important to maintain the correct temperature for drying.
4. Do not turn off, unplug or move any of the equipment. It is strategically placed to produce optimal drying conditions. The technicians will move equipment, if and when it's required.



## What If?

If any equipment stops running, please call us immediately. We may need to introduce an additional power supply.

During the first 24 hours of drying, as moisture is released from materials into the air, it's quite normal to encounter an odour. If the odour persists beyond 24 hours or becomes a nuisance, please contact us.



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# PROTECTING YOUR BELONGINGS

From files and paperwork to precious mementos, you are no doubt concerned about all of your belongings right now. The next forty-eight hours are important: we'll work fast to salvage as much of your damaged property as possible and help document your non-repairable items in preparation for discussions with your insurance company.



## Salvage and Restoration

PDS can help you. Regardless of the type of damage you've suffered, our specialized equipment and techniques often save property that appears to have been destroyed. For example:

### Artwork and Collectibles

Specialist consultants can work with your insurance company or adjuster to clean and restore artwork and collectibles. These experts will visit your home, itemize artwork, estimate its value and determine if it needs cleaning, deodorization, restoration, or is beyond repair. They provide an independent, unbiased appraisal of the damage.

### Electronics

Salvageable products can be cleaned and tested to ensure proper working order. We'll prepare comprehensive salvage and repair reports for prompt settlement of insurance claims.

### Paper Reclamation

From photographs to household files, many paper records can be salvaged using specialized drying techniques, or scanned to digital formats.

### Textiles and Clothing

Many household textiles, from stuffed animals to suede clothing, can be successfully restored if removed and treated promptly.

## You Can Contribute

We'll work with you and your insurance company to get the best result. But before you speak to an insurance adjuster, you can help by pre-empting some of the questions they must ask. Do this by recording all the time you and your family and friends spend and have spent to protect the contents of your home. Keep receipts of any related purchases you have made. And document the details of any belongings you have thrown away or that you think might be beyond repair. We've added a form to this package to guide you in this task.

## When PDS Restores Your Belongings...

Our Contents Restoration Technicians arrive at your home to assess the situation and conduct a room-by-room inventory of your belongings. They'll be able to clean some items on site. And they will sort and package the remainder for restoration at our facility.

With all of your belongings in our inventory system, we can accurately process each item and store it safely until the restoration work in your home is complete. If you want to visit our facility to inspect one or more items of your property, please call us for an appointment and we'll have everything ready for you in one place. Finally, when you decide to retrieve your belongings, simply give us two or three days' notice. Our team will return each item, carefully replacing it in its original location, or wherever you choose.



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