

Damage Management and Restoration Companies



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Following an incident which causes damage, such as a fire or flooding, it can be difficult to know what to do or where to start. This is where damage management and restoration companies can help.

Professional damage management companies provide skilled project managers and technicians to assess the damage to your business premises, home or contents and then carry out practical work to restore the property and its contents. Many types of damage can occur long after floodwater has receded or the fire has been put out if they are not treated properly.

How does a Damage Management Company help?

- Visit premises to assess the damage and provide advice on the best restoration process.
- Complete a risk assessment.
- Assess potential for further damage (e.g. mould growth or metal corrosion) and take action.
- Provide any relevant health and safety advice to you and your loss adjuster or your insurer.
- Work with your insurer and loss adjuster to agree in detail the restoration work your property or contents need.
- Take immediate steps to safeguard the property or contents and prevent further damage.

When the main restoration works have been agreed the restoration company will set the quickest, most convenient date to commence the works.



What does a Damage Management company do?

- Drying, cleaning and sanitisation.
- Testing and sampling of materials to establish the extent of damage.
- Listing damaged / undamaged items and relocating items into storage if necessary.
- Restoration of contents where possible.

For water damage

- Removing floor coverings and other damaged materials to aid the drying process.

For fire damage

- Defogging or removing smoke from the building.
- Cleaning and assessing the contents
- Sanitisation and electrical testing.
- Removing contents to facilitate any necessary repair works.

Water damage

Damage management companies use a variety of techniques to dry buildings, whichever process is used it should be explained to you how it will work. To dry your property quickly it is important that any drying equipment is kept running, if this is not possible talk to the company about using an alternative system. The company will keep a record of drying results taken at the start and on each visit so you and your loss adjuster can be informed of progress. Any additional costs for electricity or running dryers will form part of your claim.

Any items not restorable or not economically restorable are classified as Beyond Economic Repair (BER), the company will list these for your loss adjuster and insurer so they can settle this part of the claim.



When is a building considered to be dry?

A building, its materials or contents are considered 'dry' when the moisture content returns to the same levels that existed before a water or water escape. To achieve this, the restoration company will determine the different levels of moisture in different property materials and will dry to normal levels where possible.

In cases where the structure was previously suffering from damp it will be up to your loss adjuster, insurer and restoration company to determine an acceptable level of moisture and discuss this with you.

Medical advice

Due to the nature of certain chemicals which may be used in the cleaning process, you do need to be aware of short-term health issues which have the potential to arise in certain circumstances. It is always sensible to inform the relevant representatives from the damage management company of anybody at the premises who may be more susceptible to such effects, such as the elderly or those with respiratory conditions so that the company can consider the best methods to try and prevent or mitigate such effects.

Wherever possible the materials used will be as safe and environmentally friendly as possible. Control of hazardous substances and safety data sheets are available prior to use should you have any concerns.

Ecclesiastical has a list of approved restoration companies who are members of the British Damage Management Association (BDMA). These companies are recommended and appointed by your insurer or loss adjuster to provide a professional restoration service.





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