

RESTORATION TIMELINE

Property damage can be complex and overwhelming. Our team of highly trained technicians is adept in the processes of property restoration. Below explains how DAI plans to help you restore your property.

MITIGATION

INITIAL DISPATCH

1. Homeowner calls in loss.
2. Project Manager is assigned as the point of contact for the project.

ONSITE SERVICES

1. Project Manager assesses damages and reviews the scope of work.
2. Homeowner signs Work Authorization Form.

PROJECT PROGRESS

1. Start or schedule work.
2. Complete scope of work.
3. Schedule monitoring, pick up and final clean for mitigation work.
4. Complete final walk through and satisfaction form.

JOB COMPLETION

1. Final estimate is created.
2. Project documentation is finalized and sent to adjuster.
3. Invoice is created and sent to customer.
4. Mitigation is completed.

CLIENT RESPONSIBILITY

CONTENTS

1. Customers are responsible for their damaged content.
2. DAI can provide content sheets to help organize salvageable and unsalvageable content.
3. Customer and Insurance deal with content directly.

HOUSE RULES

1. DAI Restore respects your space, so please let the manager know of any rules so our crew may abide.
2. Crew will need to be aware of any animals residing at the property for safety purposes for all parties.

OBLIGATIONS

1. Remove sensitive material, medications, paraphernalia, weapons, or valuables from the affected area. (We rather not talk about it!)
2. After quality work is completed, customer signs certificate of satisfaction (COS) and completes payment.

RECONSTRUCTION

ONBOARDING

1. Manager is assigned to project and sets time to meet on site.
2. Customer signs work authorization and contracts DAI Restore for services.
3. Project is assessed and scope of work is confirmed.

Estimating

1. Project is estimated for pre-loss conditions.
2. Customer and adjuster agrees to scope of work and estimated cost of project.
3. Change orders are discussed, estimated, and contracted.

RECONSTRUCTION

1. Schedule start date.
2. Collect 50% deposit.
3. Order all materials.
4. Pull permits for project.
5. Complete scope of work.
6. Quality control project.

JOB COMPLETION

1. Final walkthrough completed.
2. Sign certificate of satisfaction (COS).
3. Collect final payment of work estimate.