

ADR NEWSLETTER DECEMBER 2013

Welcome to the December edition of the ADR Newsletter. In this issue we review two very different restoration projects. If you would like to make a contribution to the newsletter please send your feedback, questions, articles, comments, or testimonials etc. to us by email: adr@ausdr.com.au. No names will be published with reader submissions unless specifically requested otherwise.

PROJECTS

FLOODED DANCE STUDIO

During one of Sydney's infamous summer storms which bring very heavy rain and deposit copious quantities of water in a short amount of time, a dance studio was flooded. The water ingress occurred due to a blocked storm water drain in the driveway of the industrial complex. The owner of the studio called the Property Manager who advised her to call ADR. One of the experienced Project Managers from ADR was quickly on the scene to scope the works required. Once the site had been inspected, ADR's Project Manager contacted the Insurer through the Studio's Insurance Broker and submitted a scope of works with estimated costs. ADR was quickly given the go ahead to commence recovery activities and immediately sent a team of Restoration Operators to the studio.



Dance Studio affected by water ingress.

The ADR Operators conducted water extraction procedures to remove residual water and sanitised the area before placing air moving equipment and Dehumidification devices

throughout the studio. The studio housed several stainless steel acrobatic poles which were affixed at the top and bottom with sealed bearing joints which facilitate rotation. As these bearing joints (at the bottom) were submerged in the water ingress they needed to be removed and inspected by ADR's engineer to determine if any damage had occurred. In this case the inspection determined that no damage was evident and the poles were returned to the studio for re-installation. There were also a number of portable rubber mats which were transported to the ADR facility to be sanitised and dried before being returned to the studio. Moisture readings were recorded at the time of placing the drying equipment and then monitored over the next few days. Once the moisture levels were reduced to acceptable levels, the drying equipment was removed and the Dance Studio was returned to a pre-incident condition.

LAUNDRY FIRE IN APARTMENT

The residents of an inner city apartment were thankful for their smoke detector alarms when their clothes dryer caught fire in their internal laundry.



Extreme thermal damage to clothes dryer.

Fortunately no one was injured during the fire and the flames were quickly extinguished. Though the fire was mostly contained to the

laundry, the smoke from the fire spread throughout the apartment and covered all of the occupant's belongings with a fine layer of soot. The resident called his Insurer who appointed an experienced Loss Adjuster to assess the claim, he then engaged ADR to conduct the recovery of the soot affected contents items. One of ADR's Project Managers inspected the site with the Adjuster and outlined a scope of works which included packing and manifesting the items, transport to ADR's facility for restoration and then delivery back to the Insured. Under instruction from the Adjuster, ADR quickly began the recovery. ADR operators carefully packed the entire contents of the home including clothing, furniture, books, CDs, electronics etc, compiling a detailed manifest during the process. Once the items were packed and transported to the ADR facility, they were professionally restored to remove all remnants of the soot and smell. There were many electrical items such as TVs, DVD players, kitchen appliances etc that had been affected by the soot. These items were passed on to the ADR Technical & Engineering department for thorough inspection, report and technical restoration by a qualified technician. In this case, over 95% of the Insured's contents were completely restored to a pre-incident condition and then delivered back to the apartment. Due to ADR's expertise and experience in a number of disciplines within restoration, the Insurer was able to save tens of thousands of dollars in replacement costs.

ADR UPDATE

ADR conduct many different Professional Restoration Services for the Insurance Industry. ADR categorises it's services as follows:

- Technical & Engineering
- Documents & Records
- Structural & Contents

Visit our website for detailed descriptions of each.

www.ausdr.com.au

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