

# NEWSLETTER

## WATER INGRESS MITIGATION AND RESTORATION

## ADR UPDATE

### FEEDBACK

*My partner and I would like to thank all the staff at ADR for the great job they did cleaning and drying our house after the flood. We were quite concerned about what would happen to our stuff, and were happy and very appreciative that most of our belongings were returned to us in perfect condition, as if they had never been in a flooded house.*

*BB, Erskinville*

### HAVE YOUR SAY

If you'd like to have your say on our Newsletter or about your experiences with ADR, please send your comments to: [adr@ausdr.com.au](mailto:adr@ausdr.com.au) You can also like or comment on our social media posts. Click on the links below to join the conversation.



## COMIC RECOVERY

*"Yes Sir, we can dry your wet rug. We can have our team attend with some air-movers and dehums, pardon me, did you say the rug is on your head?"*



**In this issue of the Newsletter, we review a water damage Restoration claim involving a town house in the inner city of Sydney.**

A home in Sydney's inner city suffered significant damage as a result of a flash flood, following typical Sydney storm activity. The flood occurred because the storm water drains in the multi dwelling complex could not cope with the large volume of water that was deposited by the storm. Fortunately the owners of the home are fully insured and were able to call their Insurer for assistance. A national Restoration management company was appointed to organise a restoration company to attend the claim. ADR was engaged to provide urgent mitigation and Restoration services and quickly despatched a team of experienced Operators to the inner city location. Once on site, the ADR staff began by performing the requisite introduction and risk assessment. ADR's Operators are trained to identify and neutralise any potential dangers that may occur when attending water ingress claims and they understand the importance of ensuring their work environment is free from hazards. The staff lifted furniture and other contents to relieve them from the standing water and then proceeded to extract the residual water, also positioning drying equipment throughout the home to reduce moisture levels.



*Water trapped under floating timber floor*

A large number of items such as electronic devices, rugs, furniture, books, artwork and clothes were purported to be affected by the flood waters. ADR's Operators manifested and packed out all of the affected contents and transported them to the ADR facility for evaluation and/or Restoration. An experienced Operator examined all of the affected items to determine if they would successfully respond to Restoration. With a completed manifest sent to the Insurer detailing which items were Restorable and which items were un-Restorable, the Insurer was able to instruct ADR as to how to proceed. On this claim, approximately 50% of the items were able to be Restored to a pre-Event state.

*Re-framed artworks*



Included in the contents were a number of framed artworks which held significant sentimental value to the Insured. These fragile pieces were delicately dismantled, dried and re-framed, as specifically instructed. There were more than 25 electronic/electrical items included in the affected contents, requiring inspection and/or Restoration. The ADR Technicians were able to decontaminate, test and ultimately Restore approximately 90% of the electrical items at considerably less cost than replacement, excluding low value items such as power boards etc., which are considered uneconomical to Restore.



*Damaged floating timber floor*

Parts of the home were covered by floating timber floor boards which were immediately starting to pop and warp following the ingress. With water also trapped underneath them, the possibility of drying the concrete slab below was very low, therefore the floating floors were removed in order to improve the drying equipments efficacy.