

# WATER DAMAGE... THE WHOLE STORY

## Overview of this Half-Day CEC Course:

Water damages have significantly increased as a result of greater warming trends that contribute to significant storms and flooding, more amenities such as; bathrooms, plumbed ice and coffee makers and poor quality products and workmanship. This has greatly impacted the insurance and restoration contractor business. Do to this substantial increase in water losses, great strides have been taken by the insurance industry to reduce the number of claims or changing coverages and control the costs of restoration

This course considers a number of aspects associated with water damages including but not limited to:

- Contributors to the increase of claims
- The channel and importance of effective communication
- Understanding the role of the Owner, property manager, the Broker, Adjustor, and the Restoration Contractor
- The restoration and drying process from start to finish
- How to prevent indoor or environmental issues during and after the restoration process
- How to deal with structural materials, contents and reconstruction
- How to prevent liabilities associated with hazardous materials such as lead and asbestos
- Steps taken to reduce business interruption and additional living expenses

Water damage prevention has come a long way but claims involving water continue to play a large part in the disruption in people's lives and a continued concern for the insurance industry. Doing them quickly, efficiently and with the insurer still a loyal client at the end of it all can be a challenge but is possible. Knowledge is power and with this course it will add to the confidence of everyone involved in the water damage remediation process.

### **This course will appeal to:**

Insurance Brokers & CSR's, Insurance Adjusters, Property Inspectors, Property Managers, Facility Managers, Institutional organizations such as hospitals, health and senior care and educational facilities and others involved in dealing disaster restoration claims and losses.

This CE Course is presented by a Restoration Contractor with extensive real life experience dealing with these types of situations.

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