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## Restoring confidence in the restoration industry

For the average person, the moment water begins to drip through the ceiling or a pipe breaks spreading water across the floor, the panic begins. Where do I turn for help? Prior to an event like this, most people do not even know that the restoration industry exists. But, for the average commercial or residential building owner or manager this is not necessarily the case. Since the introduction of indoor plumbing, sprinkler systems and the like, it has become more and more often a common occurrence.

When it becomes necessary to call in the professionals, what are some of the things that you want to consider so that the experience isn't as complicated as it could be; doesn't become more complicated than it already is? What experience did they have with the restoration professionals you chose? Were they feeling as confident as you were with the choice you made in their behalf?

Let's look at a couple of areas that may help in your decision-making process to ensure that the right company was retained in the end.

One of the most frightening expressions that your surgeon can utter while doing that simple little procedure on you is "OOPS". Even though doing remediation on a water damage in your building is not as complicated as surgery, having someone attend to your loss that arrives within a reasonable time frame, has the tools and labor he/she needs, and instills confidence in everyone that is involved, goes a long way toward reducing the stress associated with the claim.

One of the contributing factors toward gaining this confidence may be the knowledge, experience, and empathy, yes, the feeling that the restoration personnel understand the job at hand and that they care enough to do it correctly. The greatest complement that can be bestowed on a restoration company is

when the client is able to resume his normal activities without worrying. For the restoration industry there are excellent certification and accredited courses available that not only do training in classrooms but also literally flood mock houses, and part of the training over the three or four days is to dry that house with as little interruption as possible. This training includes a thorough understanding of how to use instruments like thermal imaging and digital cameras, moisture meters, and microbial swabbing and testing devices.

To support this training there are good industry guidelines and standards so that consistency and confidence in procedures can be supported. These guidelines are available to anyone through the restoration industry. Any questions about the reasons for these procedures can be answered through this resource. It would show prudence on the property management's part to ensure that the company that is called in has this training and follows these guidelines.

Another contributor toward establishing this confidence is by the disposition and attitude that the technicians display when they arrive. It is easy to discern whether they want to be there or not, and if they are really concerned about you, your tenants, and their belongings. This is empathy. Yes, add to this a true desire to listen to the clients concerns, questions, and ensure that these will all be addressed and just watch the peace of mind increase. This attitude can be inculcated into technicians by helping them to recognize that what they do every day has a very significant impact on the lives of people. As Ken Blanchard and Sheldon Bowles say in their book "Gung Ho" they must feel that their work is worthwhile, important. Making a client's day by demonstrating empathy, compassion, and showing them respect by listening to them and the issues they need addressed aids feeling of fulfillment.

Developing this strong culture of respect amongst staff is no simple task. Starting at the management level and carried right out to the front lines is only possible as long as the values of the company are very vocal, ingrained, and laced throughout all that the company stands for. As the culture of respect is continually brought to the fore it can't help but become a way of life and thus extended to the client.

In an era when it sometimes seems challenging to find good service how refreshing it is to find someone that cares, knows what they are doing, and goes above and beyond to make a time of stress just a little easier to handle for both you and your clients, thus restoring confidence in the restoration industry ensuring ... peace of mind.



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