



## **Customer Info Package**

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**We're Here to Help!**

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## THE BASICS

**We're here to help:** We understand it is a considerable disruption when a fire, flood, or other loss type causes damage to your property! Canstar Restorations is committed to providing you with the highest level of service excellence.

**About Us:** Canstar is a proud Canadian company started by Jay Dargatz in Coquitlam in 1985. Since then, Jay and the Canstar team have focused on providing our customers and clients with the very best in restoration services. We preserve and restore as much of your family or company's building, contents and peace of mind as possible. We have a strong knowledge of local building codes, consultants and trades people, and have built long-established relationships with Property and Strata Managers in BC, allowing us to provide fast, superior service to our clients. Canstar Restorations has an A+ rating with the Better Business Bureau.

**Insurance Claims:** Canstar Restorations is on the preferred vendor lists of most Canadian insurance companies and we partner with insurance companies and adjusters during the claim process. Any questions regarding your insurance coverage should be directed to the insurance adjuster assigned to your claim. Only insurance adjusters can confirm coverage.

**Project Management:** A Canstar Restorations' Project Manager (PM) is assigned to every restoration claim/job and is responsible for the overall project management and communication during the restoration project from start to finish. Any questions regarding the restoration work can be directed to the PM or a member of their team.

## THE CLAIM/JOB PROCESS

There are generally 3 portions to a claim/job – Emergency Services, Estimation Process & Reconstruction

### **Emergency Services:**

During the emergency services portion of the claim/job, our team will perform all work necessary to prevent further damage and prepare the property for rebuilding. The timeline for completion of emergency services varies depending on the type of loss and severity. The emergency portion of an average single-family home will usually take up the first 2 weeks of the claim/job. Feel free to contact the Project Manager or someone from their team for any questions on the Emergency Services work.

### **Estimation Process:**

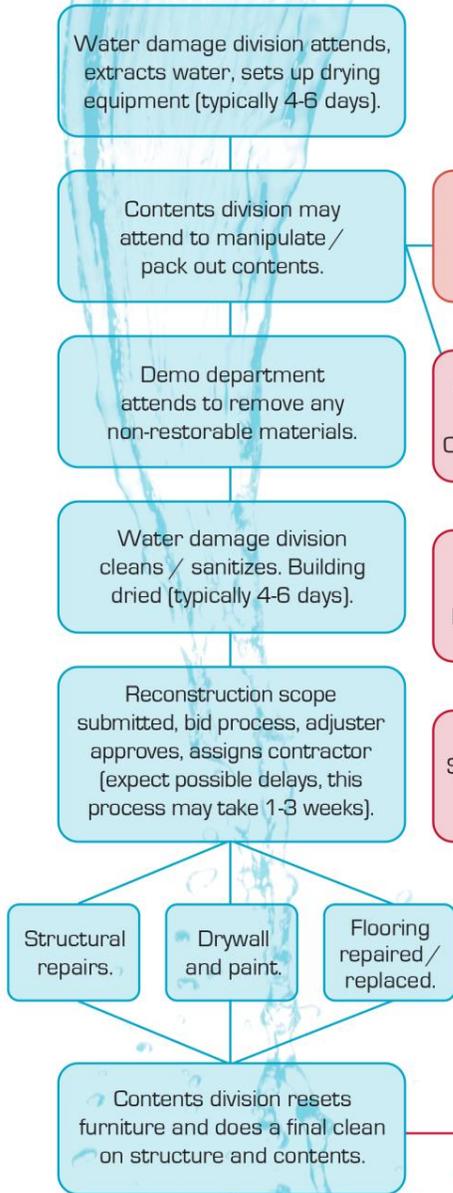
Please note that there will be a **period of no work activity** between the Emergency Services and Reconstruction portions of the claim/job. This is a standard part of the process as we are required to submit an estimate to the insurance adjuster/property manager for the Reconstruction portion. The estimate will be completed as soon as possible after the inspection. For the average single-family home, it may take **1-3 weeks** depending on the complexity of the repair work, the number of specialty trades required, and the estimate approval process requirements. Feel free to contact the Project Manager or someone from their team with any questions on the Reconstruction estimate status.

### **Reconstruction:**

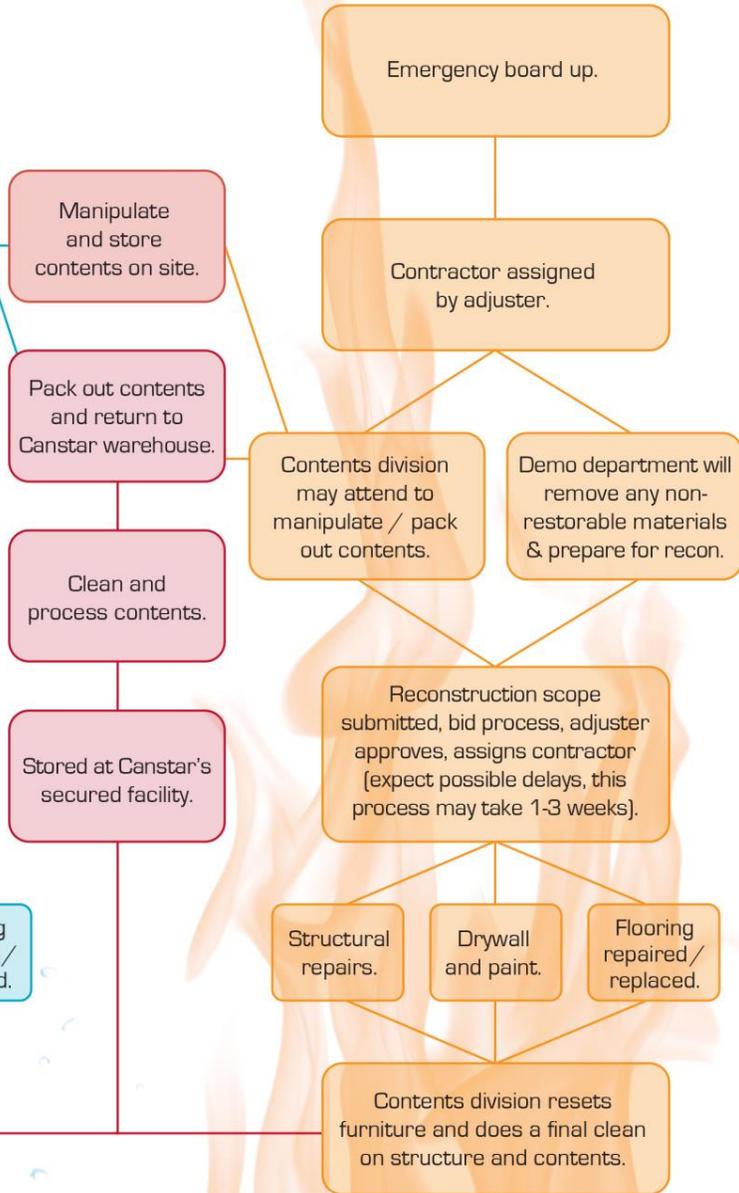
During the reconstruction portion, our goal is to put your property back to its pre-loss condition as quickly as possible. Upon the approval to proceed by your Insurance Adjuster/Property Manager, the reconstruction portion may extend over several weeks or months depending on the severity of the initial damage. Someone from the PM Team will take you through the process step-by-step and explain the timelines before starting the project. Please be assured that we will take great care to protect your possessions and keep your dwelling as clean and organized as possible during the construction. A final construction clean is typically completed at the very end of the repairs. Feel free to contact the Project Manager or someone from their team with any questions on the Reconstruction work.

# OPEN AN INSURANCE CLAIM

## Water Damage



## Fire / Smoke Damage



**PEACE OF MIND RESTORED**

## WHAT WE NEED FROM YOU

1. **Work Authorization:** The provided form must be signed before each portion of the claim/job by the policyholder/property owner (not tenant) before we can begin to assist you.
2. **Insurance Deductible / Deposit:** Payment is required at the beginning of your claim. Repair work will not commence without a signed work authorization and deductible or deposit payment if applicable.
3. **Remove / Secure Items:** Please remove and/or secure the following from your property: pets, medications, money, jewelry, personal papers, plants, alcohol, firearms, and dangerous goods.
4. **Provide Access:** Canstar employees and other specialty sub-trades (plumbers, electricians, flooring installers etc.) will need access to your property during business hours. We thank you for either arranging someone to let us in, providing a key or agreeing to allow us to place a secure key lockbox on the premises (preferred).
5. **Support the Drying Process (Water Damage):**
  - **Please keep children away from the area being dried**
  - **Keep all doors and windows closed to the area being restored**
  - **Do not touch, move, turn off, or disturb our drying equipment without our agreement**
  - **Keep the equipment running 24 hours per day.** If the machinery is turned off, the drying process will take longer to complete. The longer the moisture remains in the structure, the greater the possibility for odours and mold to develop
  - **If the equipment stops operating, please call us.** This will probably indicate that a circuit breaker has been tripped. If you know how to reset a circuit breaker, we ask that you help us by resetting the breaker. This is done by finding the tripped breaker. The breaker is usually sitting in the middle of ON and OFF. It is reset by pushing the breaker all the way OFF then pushing it ON.
6. **Selection of Products:** When rebuilding, policyholders/property owners may have the opportunity to select colours or flooring types. It's important to attend to your selections as soon as possible, as much of the work cannot start or continue when we are awaiting selections. Please note that some materials have long delivery times. Please also note that leveling and changes in flooring thickness may result in additional charges to cut down doors, repair caulking lines, replace baseboards or gaps under doors that may not be covered by insurance.
7. **Certificate of Completion:** The provided form must be signed by the policyholder/property owner at the end of the reconstruction work to validate the workmanship warranty.

## FIRE DAMAGE RESTORATION

Canstar works hard to restore your property after a fire. Fire and smoke damage can extend farther and deeper than the eye can see. It not only burns the structure and the contents of the space, but smoke and particulate can travel through the walls and into other rooms in ways that are not readily visible. Add to this the water or chemicals that firefighters use to extinguish the blaze and the result can be a mess. If not addressed quickly, the results of the fire can:

- Create a health hazard due to particulate in the air, which can cause lung damage (among other issues)
- Cause structural issues that, while not immediately visible, can be significant
- Leave a lingering smoke smell for years after the initial fire due to an invisible film that clings to the structural components (especially protein-based fires)

Because of the potential hazards, it is vital that a Canstar team arrive on site to begin the restoration process as soon as possible. We utilize many leading-edge technologies for the restoration process, which include:

- Air cleaners such as ozone and hydroxyl machines, which break down hydrogen molecules which then disintegrate particulates
- Specialty coatings that encapsulate particulates and prevent spreading
- Specialty deodorization
- Air scrubbers
- Truck-mounted extractors
- Dehumidifiers/thermal drying

We will complete the work as quickly as possible, while standards for occupants' long-term safety and health are fully met.

## WATER DAMAGE RESTORATION

Canstar has the knowledge, equipment and experience to help restore your property and contents after a flood. We have all had to deal with minor flooding and water damage – caused by a faulty appliance, a sewer backup, or overflowing fixtures – but water damage can also be caused by flooding from nearby water bodies or flash flooding.

If ignored, waterlogged spaces will cause problems over and above the damage caused by the initial ingress. This can include:

- Mold growth
- Deterioration of flooring (carpet, hardwood)
- Excess humidity throughout the structure
- Long-term contamination (from sewage backup, chemicals and sewage in floodwater, etc.)
- Rotting of building materials

Canstar Restorations provides a full range of services to help you restore and recover both your property and its possessions. We employ a wide variety of tools and processes in our work, including truck-mounted extractors, dehumidifiers, fans and thermal drying trailers which pump hot, dry air into a space while extracting moisture.

Canstar also strives to minimize the amount of demolition needed for drying whenever possible, including methods such as cutting small holes to allow air to flow behind drywall to dry it, which takes less time than removing, replacing and painting large areas of drywall. Our teams use moisture meters and thermal imaging cameras to ensure that the drying process is done correctly.

Our technicians receive extensive training and are required to follow the industry standards when calculating how many pieces of equipment to use in a specific area to achieve 'dry standard'. During the drying process, Canstar's Water Damage Technicians monitor the affected areas while employing the science of Psychrometrics to help guide their actions. For more information please refer to <http://www.iicrc.org/>.

## STORM DAMAGE RESTORATION

Storm season can bring some nasty surprises to the greater Vancouver area. Storm damage can be caused by many different factors, such as falling trees and flying debris, high winds and surface flooding. And if not addressed quickly and properly, even a small amount of damage to your property can have major consequences, such as:

- Long-term contamination, caused by:
  - Sewage backup
  - Floodwater, which acquires pollutants (gas station residue, street residue, fertilizer and other chemicals) as it travels across the ground
- Building material degradation, which can lead to structural problems later
- Deterioration of floor surfaces
- Excess humidity and mold growth
- Additional water ingress through holes in the building's structure

Canstar Restorations is an expert in storm damage restoration, and should be called as soon as possible to assess any damage that occurs to your property. Our experienced teams are trained to deal with all damage and contamination issues, and will remove the foreign debris, relocate your contents for cleaning, dry and decontaminate the affected areas, and ensure that all moisture issues are resolved prior to reconstruction work and return of your items.

## CONTENTS DAMAGE RESTORATION

Restoring your belongings is just as important as restoring your property. The ability to dry and restore contents, as opposed to completely replacing them, can save customers thousands of dollars, not to mention important documents, original art and precious heirlooms. Failure or delay in laundering, drying and restoring contents can mean excessive damage and inability for the item to be restored at all.

Canstar is an expert in contents restoration, which can include:

- Documents
- Furniture
- Machinery
- Electronics
- Valuables
- Artwork
- Musical instruments
- Photos and keepsakes
- Books

Once a plan of action for the site has been determined, Canstar's teams can work on the restoration of your contents either on site, or in our secure, climate-controlled facility. Where specialty services are required, such as artwork, Canstar will bring together and manage a team of qualified service providers to clean and restore all contents.

No matter what the size, the material, or the object, Canstar can help you with your contents restoration needs.

## HAZARDOUS MATERIALS REMOVAL

Building construction over the years has included many materials that are now known to be hazardous. Normally these materials are sealed and hidden so that they do not pose a threat to the building's inhabitants, but when fire, water, storm or other damage occurs, people can suddenly be exposed to health hazards such as asbestos, lead and polychlorinated biphenyls (PCBs) – just to name a few. After construction, even the smallest leak can cause mold to grow on surfaces and within the building's ventilation system. Trauma scenes also present their own unique set of biohazard challenges.

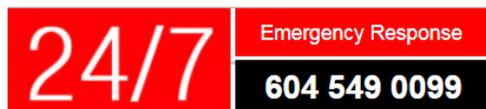
Because hazardous materials are inherently dangerous to building occupants, it is critical that a Canstar team evaluate your site as quickly as possible to determine the safest course of action. Our employees are fully trained in the removal of hazardous materials, and continually update their certifications and training through:

- Institute of Inspection, Cleaning and Restoration Certification (IICRC)
- Canadian Standards Association (CSA) courses
- High-risk abatement certification
- Trauma scene remediation training
- Asbestos Hazard Emergency Response Act (AHERA) Building Inspector Certification programs
- CSA Z371 standards

In the case of hazardous materials, it is best to err on the side of caution and go with a professional. Our specialized training and experience means that we can complete the removal process safely, using the correct safety gear and disposal methods.

## CONTACT US

Visit us at [www.canstarrestorations.com](http://www.canstarrestorations.com)



### BC

#### HEAD OFFICE

78 Fawcett Rd  
Coquitlam, BC  
V3K 6V5  
Phone: 604-549-0099  
Fax: 604-549-0199  
Toll Free: 1-866-578-3138

#### Abbotsford Branch

#110 2582 Mt. Lehman Road  
Abbotsford, BC  
V4X 2N3  
Phone: 604-425-1544  
Fax: 604-744-3032  
Toll free: 1-866-578-3138

#### Surrey Branch

9377 193rd Street  
Surrey, BC  
V4N 4E7  
Phone: 604-882-6505  
Fax: 604-882-6518  
Toll free: 1-866-578-3138

#### Vancouver Branch

#103 310 East Kent Avenue South  
Vancouver, BC  
V5X 4N6  
Phone: 604-326-0152  
Fax: 604-549-0199  
Toll free: 1-866-578-3138

#### Whistler Branch

#103 1002 Lynham Road  
Whistler, BC  
V0N 1B1  
Phone: 604-935-2050  
Fax: 604-935-2058  
Toll free: 1-866-578-3138

### ALBERTA

#### Calgary Branch

#104 11127-15th Street NE  
Calgary, AB  
T3K 2M4  
Phone: 587-576-0099  
Toll free: 1-866-578-3138