

# EXCLUSIVELY CONTENTS

R E S T O R E   W H A T   M A T T E R S

Vol.21, Issue 12

## Restoring Places of Worship

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Restored 69 Smoke-Damaged  
Apartments in Two Weeks

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Why Adjusters Like  
Digital Photo Inventory

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5640 Knott Ave.  
Buena Park, CA 90621-1808

**Phone: 1-800-589-2740**

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# RESTORING PLACES OF WORSHIP

Over the years, our files have begun to bulge with stories about the extraordinary tactics and techniques the contents pros used to restore churches, synagogues, fellowship halls and cathedrals, seemingly all over the world.

You may recall our article about the Australian team that used lasers to gently vaporize soot that had adhered to priceless statuary.

In another, valued articles, which had been there for multiple generations of weddings, funerals, and community services, were restored using both intensive hand cleaning and space-age technology.

After the destruction of the Twin Towers in the U.S. (9/11), we wrote about the humble and respectful interaction of the contents pros with church officials when standing amid rubble, ash and damaged relics of value.

But it wasn't just statuary, altars and pews that were restored, the pros also cleaned and returned office furniture, kitchen materials, children's toys, and more. In one instance a church had a fundraising coming up in just 3 days, so everyone went into "hyper drive." Some of the structural workers ended up suspended 30 feet in the air and the contents

professionals worked around the clock.

On the day of the big event, they provided a slide show of the progress they had made each step of the way and were most gratified when the congregation rose as one to applaud and cheer their efforts.

Perhaps you remember the earlier article about the two contractors who moved mountains to get a small church open for Sunday services after a hurricane. They attended a church gathering and were shocked (and a little embarrassed) when the pastor praised them effusively from the pulpit.

In upcoming issues, we will tell you more about the contents pros large loss restorations – including ones with seating for 4000 members, million dollar organs, priceless stained glass, soot covered art works, heat-baked statuary, blackened walls and ceilings 45 feet up.

But remember, these buildings could just as easily have been offices, schools, apartments and houses.

The contents pros treat a family home or a small store with the same dedication, skill and expertise they would for a place of worship. When they are on the job, the job gets done.



## SIMPLE SAFETY FORMS FOR KIDS

As a promotional effort, some contents teams are making up free Safety Forms for very young students in case of emergency. With "double check" information such as, "I know my parent or guardian's phone number, it is \_\_\_\_\_." And, "If my family becomes separated we can all meet at \_\_\_\_\_ or \_\_\_\_\_."

We found ourselves thinking it was a great idea and wondered about more fill-in-the-blank safety questions.

What would you add if you had the opportunity?



# RESTORED 69 SMOKE-DAMAGED APARTMENTS IN TWO WEEKS

We recently read a case history in which the contents pros helped restore 69 apartments in a single building. There had been a fire from which smoke and ash found their way through trash chutes and into both common areas and individual residences.

Readers of previous Contents Solutions issues, may recall that protein fires and smoke are listed as being among the most difficult to remediate. Due to the “sticky” nature of the soot – they coat virtually everything they touch.

The team arrived on scene just 2 hours after the initial

call and went to work cleaning walls, floors, ceilings -- just about every exposed surface in the common areas.

Inside the apartments themselves, the pros found themselves cleaning surfaces three and even four times to get all the soot off and out from behind massive amounts of valued items and each apartment had to be treated as a separate job.

In spite of this, the pros finished everything within two weeks... in the early days of the COVID pandemic (4 days after a stay-at-home order was issued).

## AN OFFICE MYSTERY – SOLVED!

A troubled office worker was once convinced that the restoration pros had done nothing at all to his desk and its contents when they claimed to have packed everything out for cleaning and restoration, then back again (along with all his co-workers’ belongings) after a small fire.

His books were where he had left them. His ceramic “bric-a-bracs” were in the same place, the keyboard and computer were in the exact position they were before the fire – how could this be after a pack out?

The answer is simple, the contents specialists took pictures before they moved the soot-covered items. And after cleaning, they used the images to put everything back in the spaces where they had originally encountered them.

It is the same process that delights insured families when the pros pack back paintings, chinaware, clothing, area rugs, etc., in an average home.



## ADJUSTERS LIKE DIGITAL PHOTO INVENTORY

Everyone likes our digital photo inventory. It provides the adjuster with evidence he (she) can present to justify many, if not most, costs of the restoration process.

And let’s say that a homeowner mistakenly claims that the contents pros damaged his custom built mahogany pool table that now has gouges in the wood and a tear right through the felt and into the slate base.

When the project manager points out that the site log has her entering the home at 10:05 A.M. and the time stamp of the photo that was taken during the initial walkthrough is 10:22 A.M., clearly showing the damage to the table (and the contents team hasn’t even entered the building at that hour), it is case dismissed.





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RESTORE WHAT MATTERS

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#### COMING UP IN THE NEXT ISSUES OF CONTENTS SOLUTIONS



**SMOKE IS “SLIPPERY”  
TIME TO CALL THE PROS**



**HOW WE RESTORE  
VINTAGE FURNITURE**



**SOME THINGS ARE WORTH  
MORE THAN THEIR PRICE**