

GETTING TO KNOW SERVPRO®



Experienced Team

SERVPRO® Franchises have been helping customers throughout the U.S. recover from disasters for over 40 years.



Prepared Network

As part of a Franchise System, SERVPRO® of Long Island City has access to over 10,000 quality teammates nationwide.



Complete Project Management

With over 5,000,000 square feet of building space housing over 140,000 pieces of equipment, SERVPRO® Franchise Professionals have the resources to help customers take back control of their operations.



Your Trusted Restoration Team

With one call, SERVPRO® teams can handle any sized loss in any part of the country.



There When You Need Us

SERVPRO® can deploy hundreds of trained crews manned with thousands of pieces of commercial equipment and service vehicles that can respond to a crisis within hours.

**Service Response Guidelines\***

**1** Within one hour from notice of loss, a SERVPRO® Franchise Professional will contact your Insured to arrange for service.

**4** Within four hours of loss notification, a SERVPRO® Franchise Professional will be on-site to start mitigation services (if necessary).

**8** Within eight business hours, a verbal briefing of the scope will be communicated to the adjuster by a SERVPRO® Franchise Professional.

\* Exceptions may apply under certain conditions, such as a local catastrophic event or storm situation.



A no-cost assessment of your facility.

This means there is no need to allocate funds, giving you a great value at no cost.



A concise Profile Document that contains only the critical information needed in the event of an emergency.

This means there is no need to allocate funds, giving you a great value at no cost.



A guide to help you get back into your building following a disaster.

This can help minimize the amount of time your business is inactive by having an immediate plan of action.



Establishes your local SERVPRO® Franchise Professional as your disaster mitigation and restoration provider.

You have a provider that is recognized as an industry leader and close by.



Identification of the line of command for authorizing work to begin.

This saves time so we can begin the work of mitigating the damage which can save you time and money.



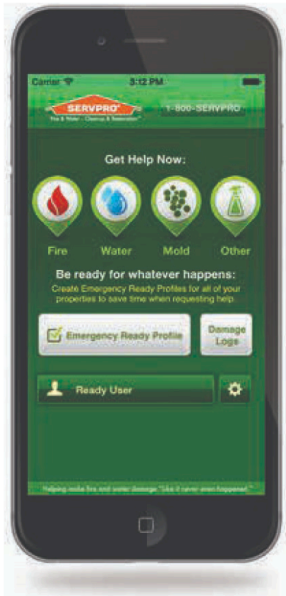
Provides facility details such as shut-off valve locations, priority areas and priority contact information.

Having a quick reference of what to do, how to do it and who to call provides solutions in advance of an emergency so that during the emergency you are "Ready for whatever happens."



SERVPRO® is a sponsor of the American Red Cross Ready Rating™ program.

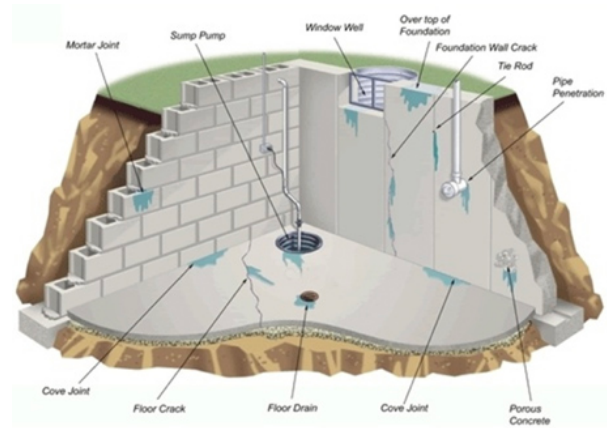
A free, web-based program designed to help businesses, organizations and schools become better prepared for emergencies.



Free mobile app that places your ERP data on your phone, allowing you quick access to help.

## Water Intrusion:

If not properly taken care of can lead to more damage and cost much more \$\$



## Mold - Removal vs Remediation:

- Mold Growth: Spores, Temperature, Moisture, Time
- Commonly found in basements, attics, kitchens, bathrooms
- Tips: Stay out of the area • Stop all air movement • Don't touch or disturb • Don't spray bleach

## Fire & Smoke Damage:

- Building Blockades, Demolition & Clean-up
  - Soot & Puff Back Clean Up, Deodorization
  - Design & Reconstruction Services
  - Start to Finish Project Managed Restoration
- Tips: Stay out of any damaged areas • Begin restoration as soon as possible



## Storm Damage

- Building Blockades, Demolition & Clean-up
  - Design & Reconstruction Services
  - Start to Finish Project Managed Restoration
- Tips: Stay out of any damaged areas • Begin restoration as soon as possible



## Our Services



- ✓ Water Damage Restoration
- ✓ Fire Damage Restoration
- ✓ Mold Remediation
- ✓ Storm Damage Cleanup
- ✓ Air Ducts & HVAC
- ✓ Biohazard
- ✓ Carpet and Upholstery
- ✓ Ceiling, Walls, and Hard Floors
- ✓ Drapes and Blinds
- ✓ Odor Removal and Deodorization
- ✓ Sewage and Toilet Overflow
- ✓ Trauma and Crime Scene
- ✓ Vandalism and Graffiti
- ✓ Commercial Water Damage Restoration
- ✓ Commercial Fire Damage Restoration
- ✓ Commercial Mold Remediation
- ✓ Commercial Storm Damage Cleanup
- ✓ Disaster Recovery Team

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**SERVPRO® of Long Island City**  
Working hard to make it *Like it never even happened.®*

**☎ 877-557-8773**