

Commercial Water Damage Restoration Projects for Adjusters;

The commercial loss and what you need to know! (8 CEU's, NH)

Thursday, 19 March 2009

Purpose of the training: Provide the insurance professional with information to better understand the commercial water damage restoration project, how the contractor should be managing the project, and what to look for when adjusting the loss.,

Instructors:

W. Craig Fillmann (Founder, President of Moisture Mapper International, Inc)

Ellen Paladino (Business Manager and Co-founder, Moisture Mapper International, Inc)

James Deely (Customer Service, Moisture Mapper International, Inc)

Carey Bergeron, Esq. (Environmental and risk management consultant)

When / where conducted: Thursday, 19 March 2009

One day class at Moisture Mapper training facility, 60 Island Street, Lawrence, MA 01840

Training aids used and handouts provided:

Commercial Process Management Notebook from Moisture Mapper International, Inc

PowerPoint handouts from Moisture Mapper International, Inc

PowerPoint handouts from Ms. Bergeron

Standard Investigative Guidelines from Moisture Mapper International, Inc

Builders Guide for Mixed Climates (available for purchase)

Moisture Mapper International, Inc 60 Island Street, Lawrence, MA 01840

Tel: 978-332-5548 Fax: 978-332-5549 www.moisturemapper.com

References:

Institute of Inspection Cleaning and Restoration, IICRC S500 Standard and Reference Guide for Professional Water Damage Restoration, third edition, Vancouver, WA, 2006 (Only ANSI approved standards for the conduct of water damage) (available for purchase)

The Dehumidification Handbook, Munters Corporation

ASHRAE Standard 55-192 "Thermal Environmental Conditions for Human Occupancy"

Builders Guide for Mixed Climates, Building Science Corporation

Registration / cost: (note that the class is limited to 20 people, call to sign up today and reserve your spot)

\$225 for the one day course (\$195 if signed up and paid by 23 February), includes lunch and handouts noted above,

Agenda / Topics to be covered:

1. Introduction
 - a. Agenda for the day
 - b. Participants – who you are and experience
 - c. Presenters background
 - d. Administrative items
2. The water damage restoration market - differences
 - a. Highly protected risks (HPR)
 - b. Commercial properties
 - c. Residential properties
 - d. Challenges for the contractor
3. Commercial Business and those who influence the project
 - a. Nationally
 - b. Locally
 - c. Priorities
 - d. Disaster Planning
 - e. Primary / sub contractor
 - f. Commercial Adjusters
 - g. Independent Adjusters
 - h. Public Adjusters

Moisture Mapper International, Inc 60 Island Street, Lawrence, MA 01840

Tel: 978-332-5548 Fax: 978-332-5549 www.moisturemapper.com

4. Specifying influences for the job
 - a. Insurance adjusters (company and independents)
 - b. National multi -property owners / managers
 - c. Regional multi-property owners /managers
 - d. Government facilities
 - e. Universities and schools
 - f. REITS
 - g. Public Adjusters
5. Management aspects of a commercial job
 - a. Record keeping on the job
 - b. IICRC S-500 documentation requirements
 - c. Contractor – subcontractor relationship
 - d. Permits
 - e. Safety
 - f. Equipment
 - g. Personnel
 - h. Property owner concerns
6. Equipment requirements and application challenges facing the contractor
 - a. Dehumidification
 - b. Air movers
 - c. Air scrubbers
 - d. Monitoring equipment
7. Documentation
 - a. Address the stakeholders requirements
 - b. Who are they and what are their concerns
 - i. Property owner
 - ii. Third party auditor
 - iii. Insurance
 1. Company adjuster
 2. Independent adjuster
 3. Public adjuster
8. Case study
 - a. Affinity diagram process management system for commercial jobs
 - b. Components of a commercial loss
 - c. Student participation and presentations

Moisture Mapper International, Inc 60 Island Street, Lawrence, MA 01840

Tel: 978-332-5548 Fax: 978-332-5549 www.moisturemapper.com