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[REDACTED] - Emergency Report

**Claim ID**

[REDACTED]

**Claim Date**

January 31, 2020

**Type of Loss**

Water

**Address**

[REDACTED]

**Policyholder Name**

Private Residence

**Insurance Company**

N/A

**Adjuster**

N/A

**Broker / Agent**

N/A

**Policy Number**

N/A

**Emergency Estimate / Reserve**

\$15,000

**Repair Estimate / Reserve**

\$25,000



[REDACTED]

## Claim Details

Emergency - Water Damage: Suspected Sump Pump Failure

Property Management: [REDACTED]

Project Manager: Chris Carmichael, team.chris@incrediblerestorations.com 604-839-3619

### Site Notes:

- We were called to the site to investigate the damage done to the basement in this unit.
- The plumber on-site suspected that there was a blockage of the sanitary drain line which was causing the backup.
- The majority of the basement has been damaged by this loss.
- As this is a contaminated water loss our recommendation is to remove and dispose of all the affected material that has come in contact with this water.
- As per the direction from Crystal we have not installed any equipment at this time.

### General Notes:

- The emergency and repair reserves are estimates as of 01/31/2020 and may be revised as the project moves forward.
- We recommend that the owner and tenants contact their personal insurance to assist with this loss.

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## Structure: Main Building

Details: None

Address: None

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## Main Building: Notes

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### PHOTO NOTES: Notes

**EQ count - Cat.3 / Class 3**

Length	Width	8	100
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Volume **4,700ft<sup>3</sup>**      Water Height  inches

**Dri-Eaz Evolution**

Standing Water

Airflow Needed

AHAM Needed **118 pints**    **56 liters**    **15 gal**

Dehumidifiers **A2020-01-31**



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### TEXT NOTES: Notes

#### Contact Information



#### Cause

As per plumber

One pipe system

Sanitary line is blocked thus the storm drain is not draining.

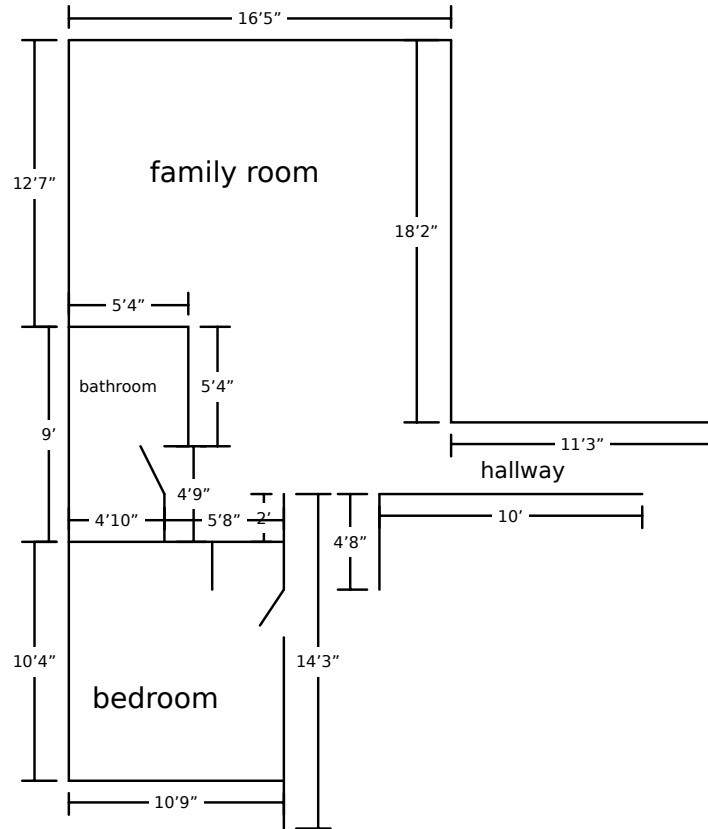
#### Supplies



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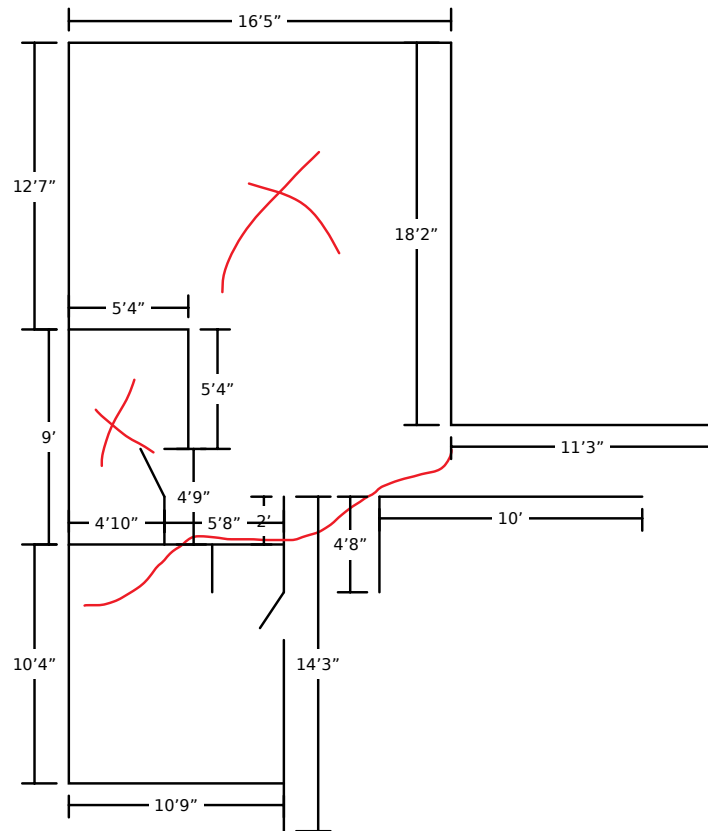
SKETCHES: Notes

**Basement**



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## Wet zone



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## Main Building: Work Done / To Do

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### TEXT NOTES: Work Done / To Do

1/31/2020 - Initial Response

Techs: QT, AV, JG

Cause as per plumber: blockage in sanitary line. Storm drain feeds into sanitary line

Building age: 1920

Work done

1 Sump pump set up and 2 hoses

Floor plan drawing of affected basement

Demolition scope written

Carpet/pad extraction

Anti mic spray down

No equipment installed as per property manager

Work to do  
Demolition as per approved demolition scope  
Disinfecting of structure  
Final drying of structure

### Work Done

- extracted 6 extractor water loads from NE area of basement.  
/Drained on toilet
- Sprayed antimic to 490sqft following our tracks back to exit including all affected area.
- EQ used /removed
  - 2 hoses
  - Pump
  - extractor
- preventive maintenance EQ••  
Extractor cleaned
- Filter brushed clean of debri
  - hoses and motor flushed with enviro care >water reduced to 180ml >5gallon
  - Hoses sprayed and flushed with same ratio formula inside buckets.
- Machine wiped ready for next job.

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## Main Building: Scopes

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### TEXT NOTES: Scopes

### Demolition Scope

- \*\*All demo listed is to ensure proper cleaning and disinfecting of structure
- \*\*Hazmat testing for Asbestos and lead to be carried out prior to demolition
- \*\*\*drying to commence post basement cleaning and demolition

Bedroom (10'10"x10'4")  
R/D carpet and pad  
R/D tack strips 12 LFT  
R/S wood paneling exterior wall 11x6  
R/D insulation @2' x 6'

Bathroom  
R/D drywall @2'x15' (JC Samples, Paint sample for lead)  
R/D 3 lft baseboard

R/D 12 lft door casing  
R/D vanity  
R/S toilet  
R/S vanity counter top  
R/D shower surround for drywall and insulation @2' (Lead testing of tile)

Family room (18'x16')  
R/D 294 SQFT carpet and pad  
R/D 30 lft @2' drywall (JC Samples, Paint sample for lead)  
R/D 60 lft tack strip  
R/S 29'x6' exterior wood paneling  
R/D 29'x2' insulation

Closet (6'x2')  
R/D carpet and pad  
R/d 10 lft tack strips  
R/D 10 lft drywall @2' (JC Samples, Paint sample for lead)

Hallway (7'x2')  
R/d carpet and pad  
R/d 2'x2' drywall (JC Samples, Paint sample for lead)

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**Structure:** 2015 - 1/31/2020 - Initial - QT

**Details:** None

**Address:** None

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**2015 - 1/31/2020 - Initial - QT: Exterior**

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**OVERVIEW PHOTOS: Exterior**

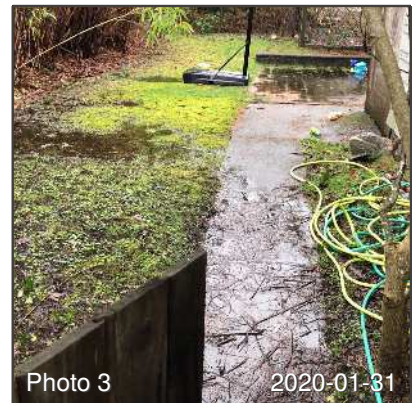






Photo 4

2020-01-31

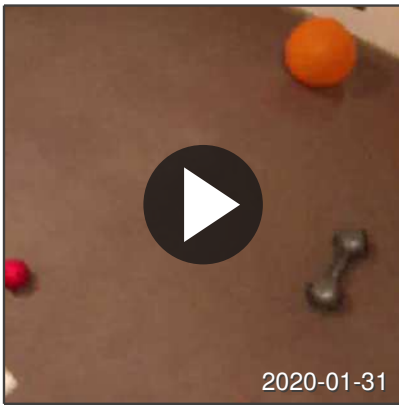


Photo 5

2020-01-31

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## OVERVIEW VIDEOS: Exterior



2020-01-31

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## 2015 - 1/31/2020 - Initial - QT: Basement - Laundry

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### OVERVIEW PHOTOS: Basement - Laundry

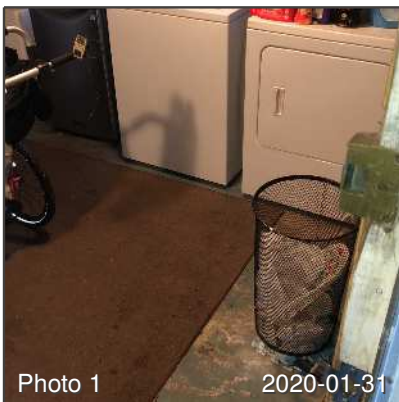


Photo 1

2020-01-31

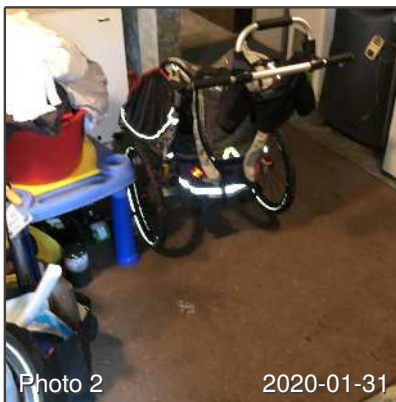


Photo 2

2020-01-31

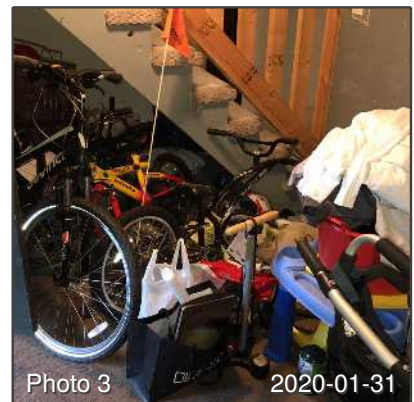


Photo 3

2020-01-31

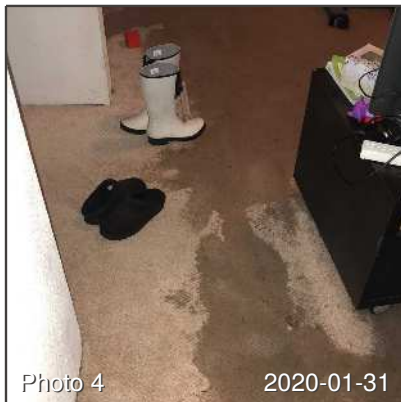
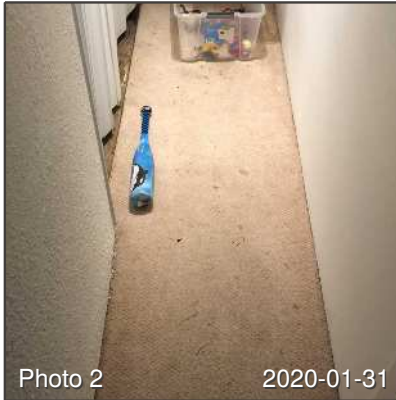
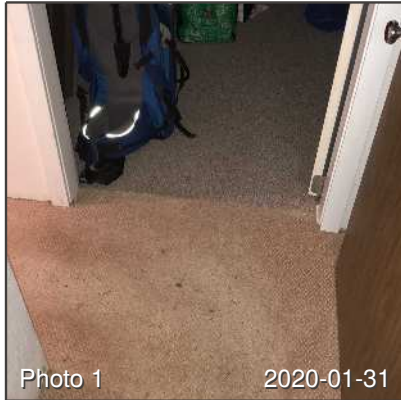


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**2015 - 1/31/2020 - Initial - QT: Basement - Hallway**

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**OVERVIEW PHOTOS: Basement - Hallway**



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**2015 - 1/31/2020 - Initial - QT: Basement - Utilities**

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**OVERVIEW PHOTOS: Basement - Utilities**

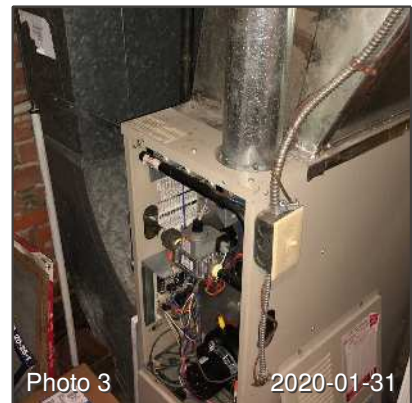
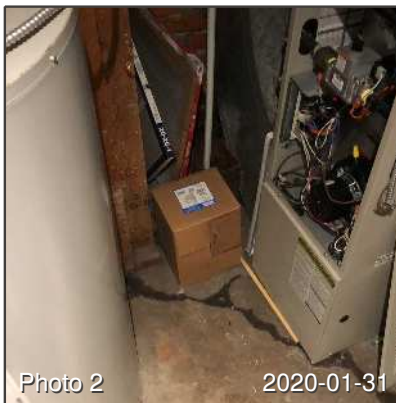






Photo 4 2020-01-31



Photo 5 2020-01-31



Photo 6 2020-01-31



Photo 7 2020-01-31



Photo 8 2020-01-31

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## 2015 - 1/31/2020 - Initial - QT: Basement - Family Room

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### OVERVIEW PHOTOS: Basement - Family Room

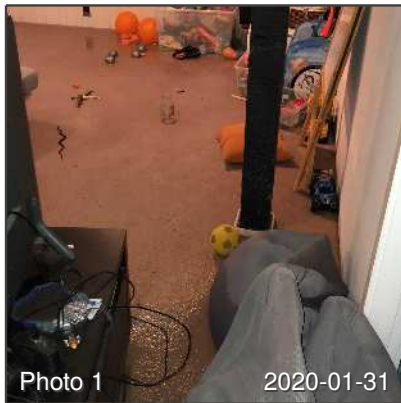


Photo 1 2020-01-31



Photo 2 2020-01-31



Photo 3 2020-01-31





Photo 4 2020-01-31

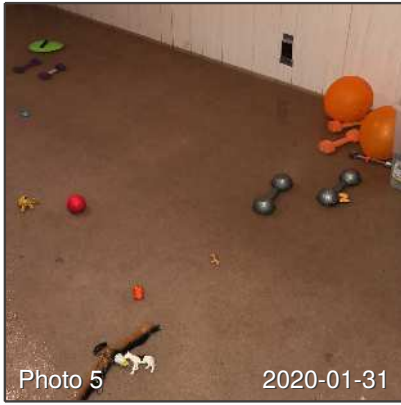


Photo 5 2020-01-31

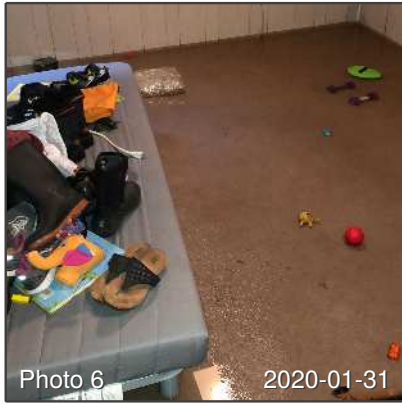


Photo 6 2020-01-31



Photo 7 2020-01-31



Photo 8 2020-01-31



Photo 9 2020-01-31



Photo 10 2020-01-31



Photo 11 2020-01-31



Photo 12 2020-02-01

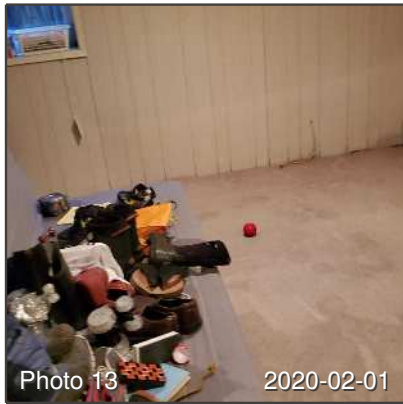


Photo 13 2020-02-01

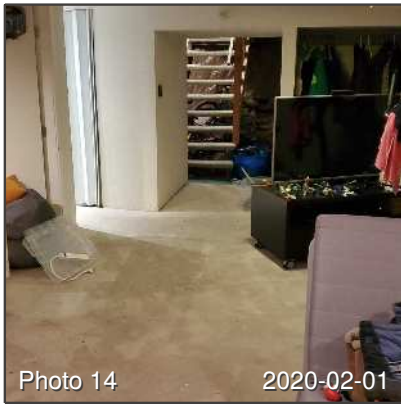


Photo 14 2020-02-01

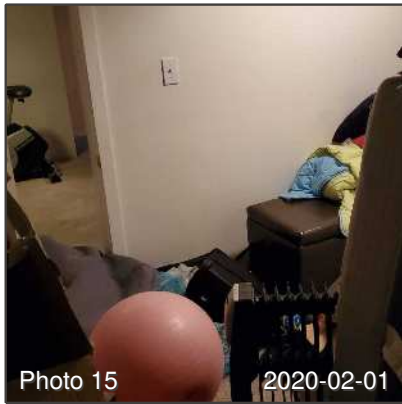


Photo 15 2020-02-01



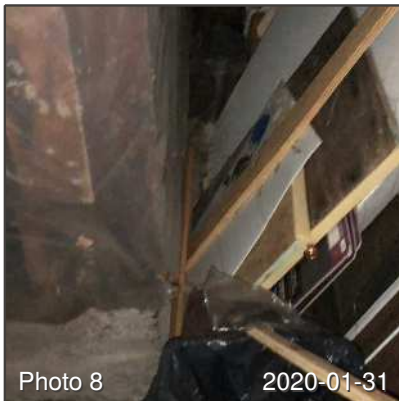
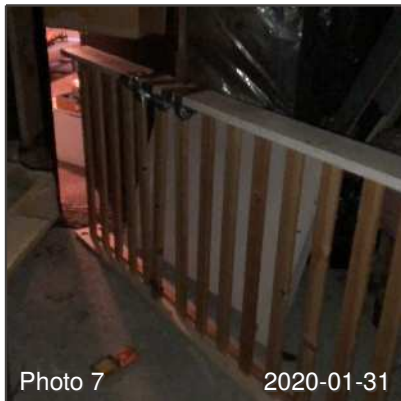
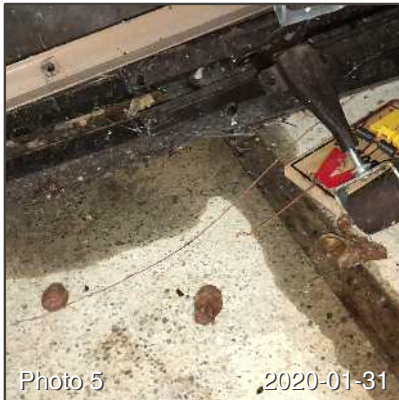


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**2015 - 1/31/2020 - Initial - QT: Basement - Storage Room**

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**OVERVIEW PHOTOS: Basement - Storage Room**

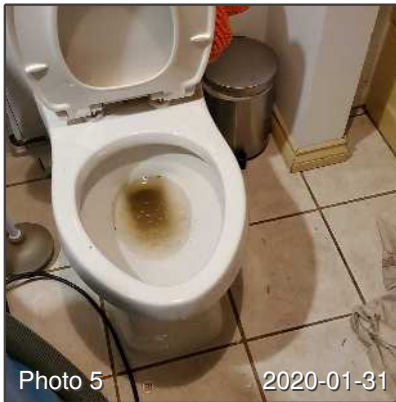
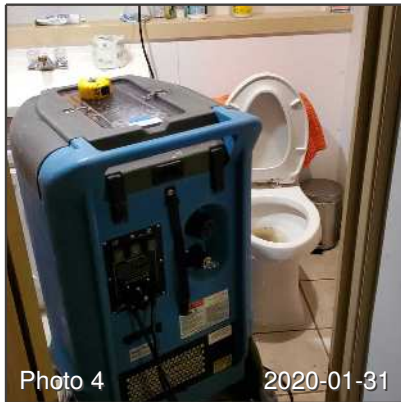
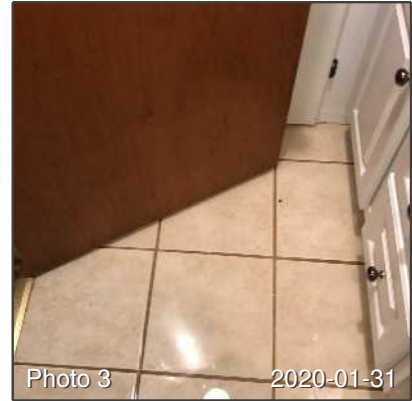
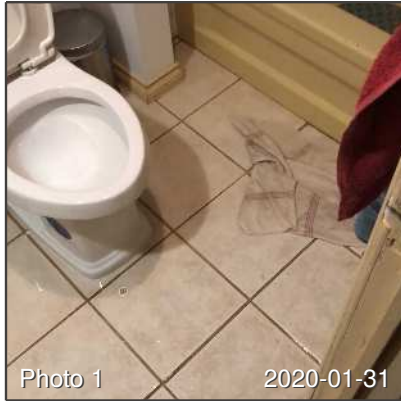


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**2015 - 1/31/2020 - Initial - QT: Basement - Bathroom**

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**OVERVIEW PHOTOS: Basement - Bathroom**



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**2015 - 1/31/2020 - Initial - QT: Basement - Bedroom**

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**OVERVIEW PHOTOS: Basement - Bedroom**

