



# Professional Restoration Services Newsletter

JULY 2017

## Document Restoration - Soot and smoke affectation

When a fire erupted in the air conditioning system of a suburban church complex, the flames and smoke quickly spread through the entire building causing a significant amount of damage to the structure and contents. A kindergarten and a local community aid organisation also used areas in the complex and they were all affected by the soot and smoke as it travelled through the common roof spaces. Once the Fire & Rescue service extinguished the fire and secured the damaged building, the Insurer was able to appoint a senior major and complex loss adjuster to assess the claim and coordinate the required repair works. Once on site, it became apparent to the experienced adjuster that there would be multiple insured businesses involved, creating a complicated claim. The adjuster wasted no time in engaging ADR to attend to the Restoration of the affected contents of the various businesses. The church nave was only lightly affected by the fire with contents such as musical instruments, sound equipment, pews, seats a stage and pulpit all requiring detailed professional Restoration at the ADR facility. There were also a number of offices within the extensive building complex, some used by the church and others by the community organisation and kindergarten. These offices contained typical furniture and electronics items, which unfortunately due to the seat of the fire being directly above these rooms, in most cases were beyond Restoration, so therefore they were manifested and disposed. Many corporate documents and folders of sensitive private information such as student development reports, activity books, children's behaviour observation files and juvenile welfare records were also heavily affected by the soot and smoke. As the critical files and records were considered "State Records" (NSW State Records Act) the various owners of the records were obliged to conduct recovery efforts if possible to enable long term retention of the documents. ADR have 20 years experience in document recovery, Restoration, Remediation and Digitisation practices with a purpose built document Restoration processing facility. ADR were quick to act, safely and securely packing all the records and transporting them to Caringbah for treatment. Once delivered to ADR the records were transferred to a quarantine storage chamber until they were required in the processing area. Each folder/file was then carefully treated (by hand) to remove the residual soot using application specific sponges and then placed into a specially designed and constructed odour neutralising chamber to complete the restoration process. Once the Restored documents and records were soot and odour free, they were packed up in new boxes and returned to the respective businesses.



COMMERCIAL



DOMESTIC



MITIGATION



RESTORATION

### COMIC RECOVERY

"Hello, this is Ken. Sorry Sir but Kelly is now the GM, so I'm the new customer service Rep. What's that you say? You want us to Restore your wife's recipe book because when she cooks, she burns everything"



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