



DOMESTIC WATER DAMAGE

Although most Newsletter articles involve significant damage to commercial premises, not all jobs that ADR attend are large loss claims, our staff also regularly attend small domestic claims. On this occasion, a small apartment was affected by an escape of water ingress which occurred when the water heater developed a leak.



plan and installed air movers and dehumidifiers to reduce moisture levels in the affected areas. The staff noted the damaged carpet was not likely to respond to Restoration, however, because it was late in the evening they were unable to reach the property manager to get authority to remove the carpets, therefore they remained in place for the interim. Once the landlord had a chance to inspect the carpets the next day, he promptly provided authority for our staff to return and remove the damaged carpets and underlay and continue drying the exposed floor. The drying equipment remained on site until the ADR staff returned a few days later to check the moisture content of the affected areas throughout the apartment. With moisture levels within acceptable limits, the drying equipment was removed and the apartment was clear to have new carpets installed.



The tenant only realised there was an issue when they returned home from work and quickly called the property manager to report the problem. ADR were contacted shortly after and quickly dispatched an after hours team to begin the urgent mitigation works. Our staff proceeded to perform extraction works on the affected carpets, using heavy duty industrial water extraction equipment to remove as much of the residual water as possible. Once the extraction was completed, they treated and sanitised the area, produced a floor plan of the affected apartment, established a drying



Feedback - Have your say

ADR is committed to improving the customer experience wherever possible, as such we encourage any and all of our clients to provide feedback on the work that ADR has performed on their claim. If you'd like to send us feedback on your experiences with ADR, please email your comments to adr@ausdr.com.au. We will not publish any names of people that contribute to the feedback section, unless you specifically request it to be published along with your comment. Feedback we have received:

"Thank you for arranging for the remediation work to be undertaken and the mycology reports. The dehumidifier we purchased is working well. Please thank Murray Jarvis for his attention to this job and his advice regarding a dehumidifier."

"Thank you Jason, I must say I am very impressed with your work and attention to detail. You are a credit to your industry. Many thanks."

COMIC RECOVERY

"Yes Marcus, our staff could clean and dry the carpets in your boat, but it sounds like there's something fishy going on."

