

Job Progress Update – [REDACTED]

From:

[REDACTED]

To:

Larry [REDACTED]

CC:

Sent:

[REDACTED] 7:13 PM

Dear Mr. & Mrs. [REDACTED],

We wanted to give you an update as to the current progress and status of your home. As you are already aware, the initial demo and antimicrobial treatment has taken place. Currently, we are making several rounds of quality control checks to ensure that all areas of concern have been addressed fully, as the initial emergency services were performed in such a fast-paced manner.

Several tiers of management will then be walking through your home and performing various levels of inspections for quality and consistency; crews will be sent back out as needed to address any touch-up areas. Our President and CEO, [REDACTED], will then walk every property himself before we proceed, to ensure [REDACTED]'s standards have been upheld thus far and answer any specific questions you may still have at that time.

After management team inspections are complete, our structural [REDACTED] as well as our structural engineer will be inspecting your home to test any problematic areas that were in question. Their findings will be compiled into reports and provided to your insurance carrier to justify payment for these areas such as tile, exterior sheathing, specialized fireplaces, etc.

When these reports have been issued, our teams will begin a specialized and methodical process to clean, [REDACTED] [REDACTED] insurance carrier's approval.

Once we have entered these stages, our design team will be working with you regarding the rebuild of your home which will include: selection of materials, finishes and colors. We have a plethora of selections at our office and can source others as needed on your behalf. Feel free to upload any ideas or specifications you may have to your client page [REDACTED] as well.

It is imperative that we receive your insurance adjuster's estimate as soon as possible so it can be reviewed and any missing items within the scope of work on their estimate [REDACTED] resolved. So you are informed accurately, the Insurance Commissioner requires and mandates for ALL insurance carriers to provide you with a formal estimate of damages to your property. It is NOT the responsibility of you or your contractor to adjust, bid or estimate the damages to your home.

Our hope is that by addressing any and all deficiencies in your adjuster's estimate up front, [REDACTED] [REDACTED] [REDACTED] increase greatly. If this is not a concern for you, please let us know so we can expedite the rebuild process.

Thank you again for choosing to partner with our company on your disaster recovery and home rebuilding process. We will get through this together!