



EMERGENCY SERVICES PLAN

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SCAN ME

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WATER



MOLD



FIRE



STORM

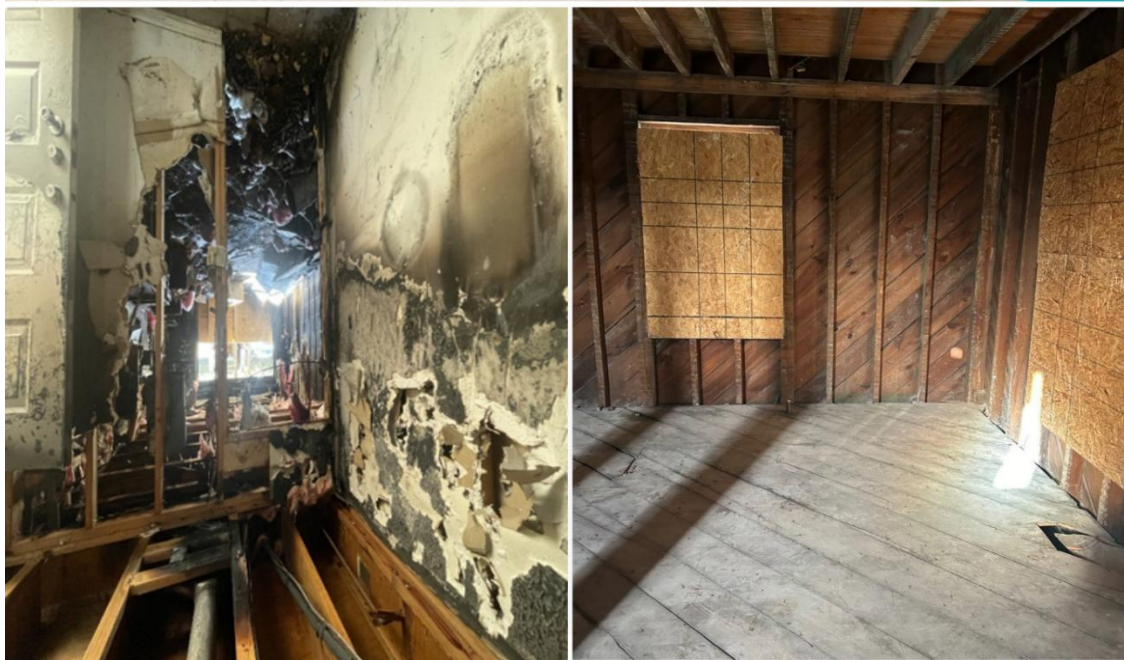


RECONSTRUCTION



TABLE OF CONTENTS

1. Introduction	3-4
2. Emergency Situations.....	5
3. Non – Emergency Situations.....	6
4. Building Representatives.....	7
5. Parking and Rotation.....	8
6. Executive Summary.....	9-14
7. Client Confidentiality, Best Practices, and Technician Expectations	15
8. Request.....	16
9. Agreement.....	17



INTRODUCTION

At **ServiceMaster**, we understand the unique challenges Condominium Communities face when disaster strikes. Whether it's water damage from a pipe burst, fire or smoke damage, mold concerns, or storm-related catastrophe, our mission is simple: **restore properties quickly, professionally, and with minimal disruption to the community and operations.**

With years of experience serving multi-family housing, commercial properties, and residential communities, we know time is critical. That's why we offer **24/7 emergency response**, transparent communication, and a dedicated project manager on every job.

We're more than just a restoration company - we're your **reliable partner** in protecting your assets, maintaining community satisfaction, and minimizing downtime. From the initial assessment to full rebuild, we handle it all—so you can focus on managing properties, not problems.

SERVICES

◆ Water Damage Restoration

- Emergency water extraction and drying
- Structural drying and dehumidification
- Sewage cleanup and biohazard remediation
- Flood damage restoration

🔥 Fire & Smoke Damage Restoration

- Smoke and soot removal
- Odor neutralization
- Structural cleaning and deodorization
- Content cleaning and restoration

Mold Remediation

- Mold inspection and assessment
- Containment and removal
- Air quality testing
- Preventative treatments

Storm & Weather Damage Restoration

- Wind and hail damage repair
- Roof and siding restoration
- Tree removal and debris cleanup
- Temporary board-up and tarping

Specialty Cleaning Services

- Hoarding cleanup
- Crime scene and trauma cleanup
- Vandalism and graffiti removal
- Odor removal and deodorization

Reconstruction & Repair

- Full-service reconstruction
- Drywall, flooring, and roofing repair
- Content cleaning

24/7 Emergency Response

- Rapid response to mitigate further damage
- Trained professionals available around the clock
- Direct insurance billing and coordination

EMERGENCY SITUATIONS

WATER (FLOODING):

1. Report any cases of flooding directly to Mystreet Management and to the Board of Directors. Notify Maintenance personnel or Building Representatives for immediate assistance in locating any main shut-off valves.
2. Call ServiceMaster Restore – Emergency Response Team at **757-689-1737**. Explain the situation and ask for crews to be dispatched immediately. We will need a direct address and phone number, along with a brief description of the loss.
 - i. ServiceMaster Restore uses an answering service to accept all calls. Once initial information is received, all ServiceMaster Management Personnel are notified of an emergency, and we will get back to you within a maximum of 15 minutes.
 - ii. Management Personnel will be able to guide you over the phone in taking the appropriate steps until our arrival.
3. While you await a technician's arrival, refrain from entering the affected unit unless necessary in lieu of safety concerns.
4. Once a technician has arrived, we can properly assess the situation and evaluate the damage caused by the loss. A technician and/or manager will be able to guide you through the next steps as we stabilize the property.

FIRE:

1. **Call 911 immediately and report the fire to authorities as fast as possible.** Stay calm and work with other residents to evacuate any people from the premises.
2. Follow any precautions or protocols that Lesner Pointe Condominiums have implemented for emergency situations.
3. Call ServiceMaster Restore – ERT at **757-689-1737**. Explain the situation and ask for crews to be dispatched immediately. We will need a direct address and phone number, along with a brief description of the loss.
4. ServiceMaster will be able to work with the Fire Department once they have deemed the premises safe. We will provide board-up services for the affected units and bottled water for occupants/staff.

NON - EMERGENCY SITUATIONS

WATER (DRYWALL STAINING, SLOW LEAK, MOLD):

1. Call ServiceMaster Restore – Emergency Response Team at **757-689-1737**. Explain the situation and we will guide you through the steps to take until an inspection is scheduled. We will need a direct address and phone number, along with a brief description of the loss.
 - i. ServiceMaster Restore uses an answering service to accept all calls. Once initial information is received, all ServiceMaster Management Personnel are notified, and we will get back to you within a maximum of 15 minutes.
 - ii. Management Personnel will be able to guide you over the phone to take the appropriate steps until a scheduled appointment.
2. ServiceMaster Restore representatives will inspect, document, and advise the condo owner on whether an insurance claim is necessary. Once a claim is established, ServiceMaster will be able to mitigate and restore the property with the assigned adjuster's approvals.

FIRE:

1. **Call 911 immediately and report the fire to authorities as fast as possible.** Stay calm and work with other residents to evacuate any people from the premises.
2. Follow any precautions or protocols that Lesner Pointe Condominiums have implemented for emergency situations.
3. Call ServiceMaster Restore – ERT at **757-689-1737**. Explain the situation and ask for crews to be dispatched immediately. We will need a direct address and phone number, along with a brief description of the loss.
4. ServiceMaster will be able to work with the Fire Department once they have deemed the premises safe. We will provide board-up services for the affected units and bottled water for occupants/staff.

BUILDING REPRESENTATIVES

“The **Building Representative** is a volunteer position for each of the seven buildings in our community. The goal is to improve communication, increase community awareness, and help ensure that residents feel informed and supported. Enforcing or reporting rule violations is NOT a responsibility of the role. This requires minimal time commitment. Your BOD will provide necessary information to set you up for success.”

BUILDING #	ASSIGNED REPRESENTATIVE
3150	Dave & Bobbi Cordingly
3236	Rob Rhodes
3232	Robin Takacs
3167	Neal Smith
3159	Valerie Black
East Bay	Eileen Molino & Carol Walsh
West Bay	N/A



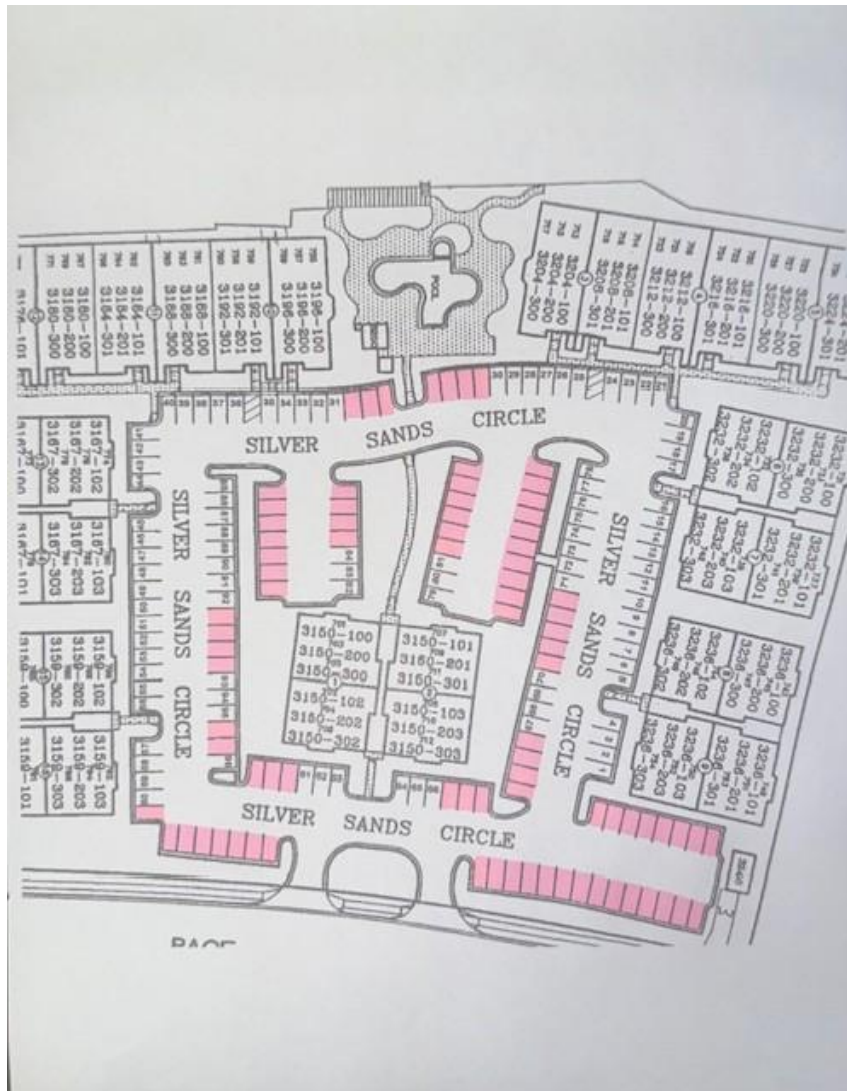
PARKING AND ROTATION

ServiceMaster Employees will only park in highlighted areas below. In the case that a homeowner has a driveway or other assigned parking spot, ServiceMaster Representatives may also use these spots with permission first from the homeowner.

In the event of an emergency, The Board of Directors and Building Representatives may grant permission for ServiceMaster Employees to park directly in front of the building in which the loss occurred.

The parking lot flows in a Counter-Clockwise Rotation, in which ALL ServiceMaster Representatives will abide by.

In the event of an emergency, where Emergency Responders are blocking the roadway, ServiceMaster Representatives may temporarily use the parking lot freely, however, exercising extreme caution in doing so.



1. EXECUTIVE SUMMARY

OPPORTUNITY

By implementing a standard procedure, we aim to help our clients find the necessary help in times of emergency as quickly as possible. Thus, eliminating any miscommunication prior to our services.

MISSION

Our goal is to provide consistent, non-problematic, and quality assistance to your properties. At ServiceMaster, our promise to you is that we provide essential residential and commercial services that restore peace of mind and maintain clean, healthy, and safe environments for customers.

EXPECTATIONS

1. **24/7 Emergency Response**
 - Immediate response to emergencies—day or night, including weekends and holidays.
 - Fast mobilization to prevent further damage.
2. **Professional Assessment & Inspection**
 - On-site damage evaluation and explanation of the recommended restoration plan.
 - Transparent, itemized estimates and documentation for insurance purposes.
3. **Trained & Certified Technicians**
 - IICRC-certified professionals using industry-standard methods.
 - Use of advanced equipment for water extraction, drying, dehumidification, smoke removal, and mold remediation.
4. **Coordination with Insurance (If Applicable)**
 - Help navigating the insurance claims process.
 - Direct communication with insurance adjusters and documentation support.
5. **Complete Restoration Services**
 - Water, fire, mold, biohazard, and smoke damage mitigation.
 - Reconstruction services
 - Content pack-out, cleaning, deodorizing, and structural repair.
 - Final walkthrough to ensure satisfaction and completion of services

2. SERVICES OVERVIEW | WATER

IICRC Water Damage Categories

Category	Contamination Level	Description	Examples
1	Low (sanitary)	No health risk	Broken supply line, tub overflow (no contaminants)
2	Moderate (some contaminants)	May cause discomfort or illness	Washing machine discharge, dishwasher overflow, toilet (no feces)
3	High (gross contamination)	Serious illness or death possible	Sewage, flood water, toilet overflow with feces

IICRC Water Damage Classes

Class	Extent of Damage	Description	Examples
1	Least affected	Small area, low absorption	Concrete floor, part of a room
2	Significant area	Full room, carpet & padding soaked	Wall wicking, subfloor wet
3	Most severe	Water from above, ceiling/walls saturated	Roof leaks, major storms

IMPORTANT NOTICE

As the certified professionals, ServiceMaster will dictate the Category and Classification for any water loss and provide industry standard recommendations based on our expertise and IICRC standards.

In any case that a client has asked us to go against such measures, we will require a *Release of Liability* to be signed by the Owner of the property prior to the start of any of our services.

Please note that Category and Class are subject to change based on the surrounding environment and the amount of time passed. Although the source may have been deemed clean, environmental factors can quickly change their class/category depending on the cleanliness of the area surrounding the loss.

3. SERVICES OVERVIEW | FIRE

Key IICRC Fire Restoration Principles (S700 Draft Overview)

While the ANSI/IICRC S700 is still being finalized, here are the expected **core principles and best practices** based on current guidance and industry consensus:

1. Safety First

- Secure the structure: assess for electrical, structural, and air quality hazards.
 - Use PPE: respirators, gloves, eye protection.
 - Ventilation and air scrubbing may be required before entry.
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2. Damage Assessment

- Inspect and document fire, heat, smoke, and water damage.
 - Identify affected materials (structure, contents, HVAC).
 - Determine the type of smoke: wet, dry, protein-based, or fuel oil soot.
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3. Pre-Cleaning & Stabilization

- Remove loose soot with HEPA vacuums and dry-cleaning sponges.
 - Corrosion mitigation for metal surfaces (especially electronics).
 - Deodorize using ozone, hydroxyl, or vapor-phase deodorants.
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4. Cleaning and Restoration

- Clean structural materials with appropriate methods:
 - Dry sponges, chemical sponges, alkaline cleaners, or thermal fogging.
 - Clean HVAC systems to remove soot and odor.
 - Remove and clean contents off-site (pack-out), if necessary.
 - Remove and dispose of irreparably damaged materials.
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5. Odor Control

- Use **multi-step odor removal**:
 - Source removal
 - Cleaning
 - Sealing (if needed)
 - Deodorization

6. Restoration and Rebuild

- After cleaning and deodorization, repair and reconstruct affected areas.
- Ensure compliance with local building codes and safety regulations.

Tools & Techniques Often Used (But Not Limited To)

- HEPA air scrubbers
- Hydroxyl and ozone generators
- Thermal foggers
- ULV foggers
- Soda blasting or dry ice blasting (for charred wood)
- Encapsulation sealants (odor blocking)

4. SERVICES OVERVIEW | MOLD

Core Principles of Mold Remediation (IICRC S520)

1. Assessment

- Initial inspection to determine the presence, location, and extent of mold growth.
 - May require collaboration with **Indoor Environmental Professionals (IEPs)** or **Industrial Hygienist (IH)** for air or surface sampling (when necessary).
 - Identify moisture sources that support mold growth (e.g., leaks, humidity).
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2. Moisture Control

- Stop the source of moisture before remediation begins.
 - Use drying equipment to control relative humidity.
 - Long-term mold control = long-term moisture control.
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3. Containment

- Establish containment zones to prevent cross-contamination.
 - Critical barriers, negative air pressure, and HEPA filtration.
 - Use primary and secondary containment for large or high-risk projects.
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4. Mold Removal (Remediation)

- Physically remove mold from affected materials. Cleaning is not sufficient if material is non-restorable.
 - Porous materials (like drywall, ceiling tiles, insulation) usually must be discarded.
 - Semi-porous or non-porous surfaces can be cleaned using:
 - HEPA vacuuming
 - Damp wiping with antimicrobial or detergent solutions
 - Scrubbing or abrasive methods
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5. Air Filtration & Cleaning

- Use HEPA-filtered air scrubbers and vacuums during remediation.
- Maintain negative air pressure inside containment zones.

6. Post-Remediation Verification (PRV)

- Conduct visual inspections to confirm all mold and debris have been removed.
- Optionally, an IEP or IH may perform clearance testing (air or surface samples).
- Ensure moisture sources have been corrected, and humidity is controlled.

IMPORTANT NOTICE

ServiceMaster is **NOT** a licensed IEP or IH. Therefore, we cannot legally state whether a suspected area is contaminated with mold. We will always recommend having a licensed IEP or IH inspect the suspected growth and provide us with a protocol to perform mold remediation services.

ServiceMaster is still legally able to perform services based on our expertise/certifications without the use of an IEP or IH. If our client request mold remediation without the assistance of 3rd party resources, we will provide a scope of work based on best practices. This is not to be confused with protocols received from IEPs or IH.

Our ServiceMaster franchise works heavily with **Mckee Environmental** and **Stokes Environmental Associates**.

In any case that a client has asked us to go against such measures, we will require a *Release of Liability* to be signed by the client prior to the start of any of our services.

5. CLIENT CONFIDENTIALITY, BEST PRACTICES, AND TECHNICIAN EXPECTATIONS

1. No ServiceMaster representative will discuss any sensitive information with unrelated community members, unless permission from Management or the Board of Directors has been awarded. We will deal directly with the Unit Owner, Building Representative, Board of Directors, and Mystreet Management.
2. ServiceMaster representatives will report to the Owner's Unit, unless directed otherwise. We will not enter or attempt to enter any unit without permission from the Owner or Board of Directors, unless directed otherwise.
3. In non-emergency cases, ServiceMaster will request time to conduct an initial inspection. During this inspection, we will only gather documentation to guide any written proposals that may come with our findings. We will not start any work until the inspection has concluded. We also request that our Standard Work Authorization form is signed prior to starting any scope of work.
4. In emergency cases, ServiceMaster will take the proper precautions to stabilize the situation as quickly as possible. When we receive the initial call for emergency services, that gives us permission to proceed with any scope of work deemed necessary for stabilization.
5. ServiceMaster technicians are required to arrive in branded vehicles and proper uniforms. They will also be required at every call to maintain professional mannerism, regardless of any situation that may arise.
6. All ServiceMaster Personnel must park in designated guest parking areas, at the request of the Board of Directors. In Emergency scenarios, this is subject to vary case by case.

**ADDITIONAL REQUEST BY BOARD OF DIRECTORS OR
MANAGEMENT COMPANY**

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

SERVICES AGREEMENT

By signing this document, The Board of Directors for Lesner Pointe Condominiums acknowledges the standard procedures and protocol that ServiceMaster must abide by for all restoration purposes. By signing, The Board agrees that ServiceMaster is the IICRC certified firm knowledgeable of handling any restoration or construction services and that ServiceMaster will conduct ALL services based on industry standards.

This Agreement does not bind Lesner Pointe to only use ServiceMaster Restore – ERT for mitigation services. Lesner Pointe and all occupants have the right to call any contractor on their own behalf.

A large, stylized handwritten 'X' mark, likely representing a signature, positioned above a horizontal line.