



Mold damage. Now what?

MOLD DAMAGE SURVIVAL GUIDE

abbotts

CLEANUP & RESTORATION

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MOLD DAMAGE RECOVERY PROCESS



**Mold damage.
Now what?**

**We'll be there
when you need us.**

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MOLD DAMAGE WARNING SIGNS



When left unchecked, accumulated moisture around your home can quickly cause mold growth in various areas. Even if this mold doesn't end up being toxic, the spores that enter your home's air can cause respiratory issues, especially with household members who already suffer from asthma or allergies.

The best way to prevent mold damage is by removing moisture before mold can have the opportunity to grow. But, since we don't live in a perfect world, some mold might go unnoticed for an extended period of time. If this occurs, then it's important that you are able to know the warning signs right away.

To help you out, we've compiled the most common warning signs of mold growth right here.



MOLD WARNING SIGNS

Visual Confirmation of Mold

Let's start with the most obvious — visual confirmation. If you can see mold on your walls, around the edges of your windows, along your pipes, or in your bathroom, guess what? You have mold! When you find these visual "clues," you should definitely clean them up, but you must also remember that mold isn't always visible right away, so professional removal should be considered.

Strange Odor

When mold accumulates in a certain spot, there's a good chance that you'll experience a musty odor in certain areas of your home. If the smell seems to be everywhere, then there's a high likelihood that the problem is somewhere within your HVAC system. When this occurs, the system should be cleaned, and you may want to consider installing a series of ultraviolet lights to keep future mold at bay.

Water Stains

You know the old adage of where there's smoke, there's fire? Well, it could also be said that where there's water stains, there's mold. When you find a water stain inside or outside your household, this usually indicates heavy damage to the area for an extended period of time. This means that mold has very likely been given the opportunity to grow and flourish. When you fix the water stain, be sure to remove any mold, as well.

Discovery of Leaks

Leaks coming from your pipes, faucets, roof, and other places can create the perfect opportunity for water to accumulate, which can often lead to mold growth. If you discover any leaks in your home, be sure to check the area for any visual signs of mold. But, even if you don't see any mold right away, it's always a good idea to clean the area just in case.

Respiratory Issues

When mold accumulates and gets into the air, it will often find its way to your respiratory system. This can cause breathing problems such as shortness of breath and snoring, both of which can disrupt your sleeping schedule and create other unhealthy situations. If you have been experiencing any respiratory issues that you can't immediately find the reason for, then it's time to test for mold.

Warped Wood

Think of this as Water Stains 2.0. When water gets soaked into wood, it often causes wood to become warped. This usually takes a while to occur, which means that mold has likely had plenty of time to grow wherever the damage has occurred. So, if you see warped wood, it's time to replace the wood and search for any signs of mold in the vicinity.



BLACK MOLD IDENTIFICATION & SOLUTIONS

The term “black mold” strikes fear into any property owner. We’ve all heard that black mold is the worst of the worst, though many of us are unaware of exactly why. Here, we cover what exactly black mold is, how to identify it, what health risks it presents, and how to get rid of it.

What is Black Mold?

Black mold is the general name given to several species of mold that have a dark green or black appearance. The species of mold most people are referring to when speaking about “black mold” is *Stachybotrys chartarum*.



How to Identify Black Mold

The best way to identify dangerous black mold is to bring in professionals for a full black mold inspection. They will be able to determine exactly what strain you’re dealing with and plan for its removal. However, an untrained eye can make an educated guess based on color. Other species of mold that grow in the home will be gray, white, brown, or pink. *Stachybotrys* is distinctively black or very dark green. Additionally, black mold does not have the fuzzy texture characteristic of some other strains of mold.

You will see it in dark, poorly ventilated areas. It can grow on many surfaces, including walls, floors, ceilings, wood framing, and inside of drywall. It can also be present on other surfaces, such as old paper products.

Health Risks of Black Mold Exposure

The health risks associated with exposure to *Stachybotrys* are numerous. According to healthline.com, “many black molds are toxicogenic, meaning that they release toxins that can be irritating or even harmful for people who have preexisting conditions.” Particularly for those with allergies, asthma, and autoimmune conditions, exposure to black mold can be very dangerous.

Common symptoms of black mold poisoning for anyone, regardless of existing allergies or asthma, include:

- Respiratory problems, such as coughing and wheezing
- Sinus congestion
- Itchy eyes and skin

For those with mold allergies or compromised immune systems, symptoms can be much worse, and include:

- Headaches
- More severe respiratory symptoms, including difficulty breathing
- Chronic sinus problems
- Fever
- Chronic fatigue



Long-term exposure is dangerous both for those with and without preexisting conditions. Worsening respiratory function and sinus problems are often seen with long-term exposure, and effects of long-term black mold exposure can even include damage to the brain and nervous system.



BLACK MOLD IDENTIFICATION & SOLUTIONS



If you suspect that you have black mold poisoning, your doctor can perform a blood allergy test that may indicate the presence of this level of mold reaction. This, in conjunction with a professional assessment of the level of mold in your house, can give you and your doctor a good idea of whether you are suffering from black mold poisoning.

Because these health problems can be serious, it is very important to address black mold as soon as it is identified, or even suspected.

How to Get Rid of Black Mold

Of course, the best thing you can do when you suspect black mold is present is bring in a professional mold remediation company for a black mold inspection. They will be able to assess the type of mold and extent of its growth, fully treat it, and ensure that the remedy for black mold is carried out fully.

Generally if the mold is contained to a small area there are some steps you can take to get rid of black mold on your own. Not sure? In this video, Travis provides insight on whether mold cleanup is a DIY activity. The following are steps you'll want to take if you are cleaning up black mold on your own.

Protect Yourself

You're going to be at risk of inhaling more spores than usual, as they're going to be disturbed and stirred up into the air. Wear a protective respirator mask and gloves, at the very least. Ideally, invest in a full mold-resistant suit. Wear boots that you are not wearing into other areas of the home, so as not to track the spores around.

Remove Sources of Moisture

If you have not yet addressed the problem that led to the growth of mold in the first place, do so now. So long as that moisture continues to accumulate, the mold will continue to grow, and your efforts will have been for naught.



Clear the Area

Remove everything that has not been contaminated from the room. Keep in mind that mold spores aren't always visible, and you should take care to clean and disinfect these items, too, if possible.

Seal the Room

Using plastic sheets and duct tape, seal off the room completely. Place plastic sheets on windows and over door frames.

Purify the Air

Mold spores float around in the air, thus the respiratory symptoms inhabitants of mold-infested spaces experience. Because of this, you're going to need to clean both the air and surfaces. Use a HEPA air purifier to clean the air of these spores.

Remove Damaged Drywall

Cut away drywall which has been damaged by mold. Once you have gotten rid of the rest of the mold in the space, go ahead and

replace the drywall. This is an area which may be best suited for professional attention, as mold growth inside of drywall can be quite extensive, and you don't want to clean the entire space only to have the problem come back because of an infested area of drywall.

Scrub and Bleach

The Center for Disease Control recommends scrubbing all affected surfaces with detergent and water. Once this step is completed, coat all nonporous surfaces with a 1-8 bleach-to-water solution or a fungicidal agent. Hardware stores carry various fungicidal agents that can kill mold without discoloring your possessions, as bleach will, so be careful with your possessions when taking this step.

Set out a dehumidifier and wait for these areas to dry before cleaning and rebuilding the space.



ASBESTOS ABATEMENT



Asbestos is present in a wide variety of building materials. These materials are not dangerous if they are in good condition and undisturbed. They only become dangerous if the material is disturbed or damaged so that asbestos fibers are released in the air where they can be inhaled.

Improper removal may increase the health risks to you and your family. Abbotts highly-trained and certified personnel employs a variety of protocols to control fiber release from asbestos including removal, encapsulation, repair, enclosure, and encasement.

Abbotts has the equipment, personnel and know-how to address your asbestos hazard. **We'll be there when you need us!**



WHAT TO EXPECT

Immediate Response 24 / 7

Committed to customer satisfaction above all else, Abbotts trained crews are poised for fast response from a central Denver location. A comprehensive fleet of emergency response vehicles and a vast array of equipment ensures that we can respond, assess, plan and deploy resources to mitigate your loss, protect your property and ensure your safety. We'll be there when you need us!



**We respond within 60 minutes.
24 hours a day, 7 days a week.**



Inspection & Testing

We conduct a thorough inspection of your property to identify possible asbestos-containing materials. Asbestos is present in a wide variety of building materials including insulation, plaster, floor or ceiling tiles, plaster, ductwork, roofing shingles, adhesives, and more. These materials are not dangerous if they are in good condition and undisturbed. They only become dangerous if the material is disturbed or damaged so that asbestos fibers are released in the air where they can be inhaled. Improper removal may increase the health risks to you and your family.

Colorado's Regulation No. 8, Part B requires testing for asbestos any time more than 32 square feet of drywall or flooring is removed. The state enacted this law to protect property owners, tenants and workers from possible exposure to the hazardous substance. To avoid conflict of interest, we have an independent firm conduct the testing. Once testing is complete, we develop an abatement plan including removal, encapsulation, repair, enclosure, and encasement.



ASBESTOS ABATEMENT



Claims Management

The insurance coverage of inspection, removal, and abatement of asbestos can be complicated. Fortunately we can manage your claim and negotiate for you. Our extensive experience working with insurance companies on behalf of property owners ensures that you get the most out of your insurance policy.



Damage not covered by insurance?

Ask about our Relief Discount.

☎ 303-975-4000



Abatement

Since agitating areas where asbestos may be lying dormant can pose a major health risk to you and your family members, our staff determines the best approach to contain the asbestos in compliance with EPA and OSHA regulations as well as applicable local laws. We use specialized equipment, tools and trained personnel to execute a variety of protocols to control fiber release from asbestos including removal, encapsulation, repair, enclosure, and encasement.

Backed by a one year warranty, your satisfaction is guaranteed.



Clearance Testing

A clearance test is conducted after the asbestos abatement work has been completed in order to ensure that the abatement was successful and no longer poses a health threat.



Reconstruction

The final phase is to get the damaged areas put back together as quickly as possible. From carpet replacement to drywall and painting, from hardwood floor restoration to furniture restoration, our team of professionals does it all. We work closely with you and your insurance company to get you back to normal as quickly as possible. Finally, your satisfaction is guaranteed. We stand behind our work with a one year warranty.



IT'S NOT JUST A JOB. IT'S OUR MISSION!
We'll be there when you need us.



Selecting a Contractor

Fire restoration is a job that demands prompt attention. This does not mean, however, that you should hire the first restoration contractor that knocks on your door. Take your time and exercise due diligence to hire the right fire restoration contractor for your job. Here are a few things for you to consider.



Reputation

A history of delighted customers and outstanding service.



Credibility

Building customer confidence with licensing, certifications and insurance.



Experience

Masters of our their craft, based on years of practical experience and education.



Availability

Consistently approachable and responsible, so customers never feel ignored.



Professionalism

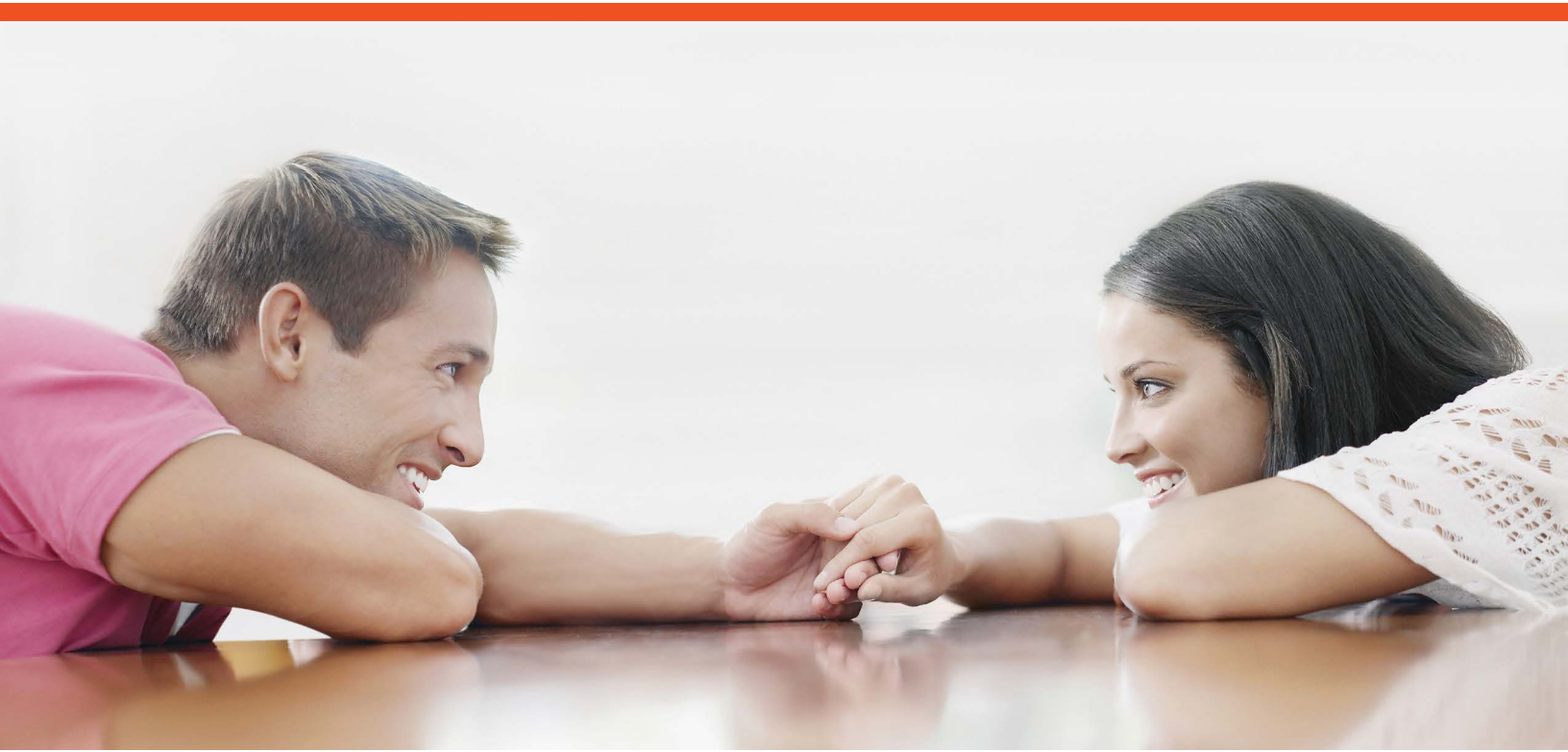
Providing service you can trust with honesty, reliability and respect.

When we ask ourselves why we do what we do, it's not about the property or the contents. It's about the people. We are a specialized company that provides high-touch service to the customer at the center of our business. We like having a personal relationship with our customers and we get tremendous satisfaction from helping them rebuild their lives after a fire. Helping people & property recover... It's our mission!

Abbotts has compiled a wealth of information on Surviving Water Damage. Simply scan the QR code below or visit our Knowledge base on our website at [GoAbbotts.com](https://www.goabbotts.com).



RECOVERING: PEACE OF MIND



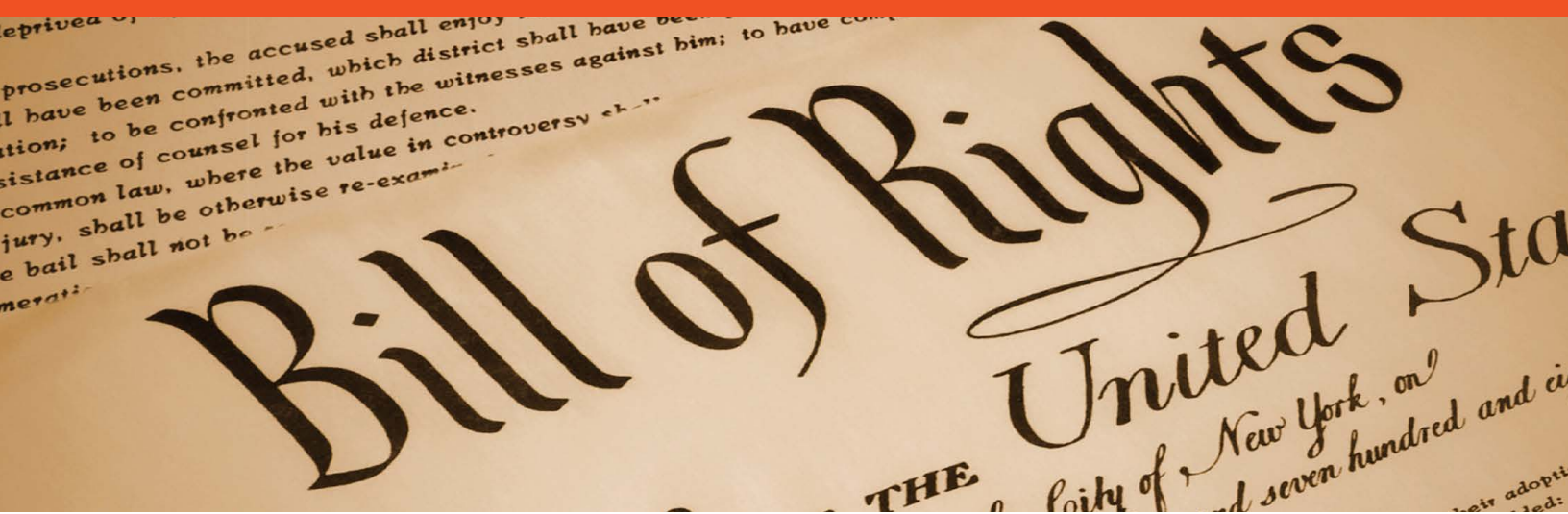
Before the smoke clears, water recedes or the thoughts about assessing any damage can begin after your disaster, call Abbotts Cleanup & Restoration first. We are fully licensed, certified and insured general contractors capable of handling any type of restoration project from a simple water damage to reconstruction after a major fire – commercial or residential. Our experienced staff is committed to serving the needs of our customers 24 hours a day / 7 days a week. We can help you back to peace of mind, and get you back to your life much faster than other less experienced firms. **Go Abbotts.**

Helping people and property recover.

GOABBOTTS.COM



UNDERSTANDING YOUR INSURANCE POLICY



Insurance Bill of Rights

Your insurance policy is a CONTRACT between you and the insurance company. It entitles you to certain rights and imposes certain obligations. This BILL OF RIGHTS has been prepared so that you may better understand the policy you have purchased, and how it relates to the repairs you may undertake. The standard Homeowners Policy generally contains the same provisions throughout the United States and Canada. Here are some of your rights and obligations under its terms:

1. YOU MAY TAKE, AND BE FULLY COMPENSATED FOR, THE COST OF EMERGENCY STEPS TO SAFEGUARD YOUR PROPERTY FROM FURTHER DAMAGE AFTER A LOSS.

...in fact, you have an obligation to do so under the terms of your policy. The insurance company may not be liable for additional expenses if you fail to provide such protection.

2. IF YOU HAVE SECURED ADEQUATE COVERAGE, YOU ARE ENTITLED TO BE PAID FOR THE FAIR COST OF FULLY RESTORING YOUR HOME TO ITS PRE-DAMAGE CONDITION.

...however, you are not insured for the repair of unrelated problems, code deficiencies, or prior damage.

3. YOU ARE ENTITLED TO EMPLOY AND SHOULD INSIST UPON A FULLY LICENSED AND INSURED REPAIR FIRM OF GOOD REPUTATION.

however, if you do not choose to employ such a firm, the consequences and liability for any injury, damage, or other action may rest with you.

4. YOU ARE ENTITLED TO EMPLOY A FIRM WITH SUFFICIENT EXPERIENCE AND STABILITY IN THE COMMUNITY TO STAND BEHIND ITS WORK AND WARRANTY RESPONSIBILITIES.

the repair contract and its performance is strictly between you and the contractor. Your insurance company does not warrant or guarantee the performance of any firm you hire.

5. YOU ARE ENTITLED TO MATERIALS AND WORKMANSHIP FULLY EQUIVALENT TO YOUR EXISTING INSTALLATION IN LIKE KIND AND QUALITY.

the insurance company has no obligations to improve your existing installation, of course.



UNDERSTANDING YOUR INSURANCE POLICY

6. YOU ARE NOT REQUIRED TO ACCEPT THE LOWEST BIDDER, NOWHERE IN YOUR POLICY DO THE WORDS “CHEAPEST”, “LOW”, OR “LOWEST PRICE” OCCUR.

however, repair rates should correspond to prevailing standards in your area for work of good quality.

7. YOU ARE ENTITLED TO RECEIVE A DETAILED LISTING OF THE SCOPE OF REPAIRS AND QUANTITIES OF MATERIALS TO BE PROVIDED, BEFORE WORK BEGINS.

also, provision for hidden or latent problems relating to the damage should be spelled out in as much detail as possible.

8. YOU ARE ENTITLED TO AND SHOULD REJECT ANY CONTRACT THAT DOES NOT INCORPATE ALL FEDERAL, STATE, AND LOCAL REQUIREMENTS FOR RESIDENTIAL CONSTRUCTION WORK.

however, you must be familiar with these requirements in order to enjoy the protection the law provides. Ask an Industry Certified Restoration Contractor for this important information.

9. YOU ARE ENTITLED TO SELECT A FIRM WHO CAN DEMONSTRATE SKILL AND EXPERIENCE IN INSURANCE DAMAGE REPAIR AS A FULL TIME PROFESSIONAL SERVICE.

ask for references, credentials, and association memberships that indicate professional training and status in insurance repair, as contrasted with ordinary home improvement work.

10. IF SUBSTANTIAL DISAGREEMENT ARISES BETWEEN YOU AND THE INSURANCE COMPANY OVER THE AMOUNT OF THE LOSS, YOU ARE ENTITLED TO REQUEST ARBITRATION (“APPRAISAL”) AS DESCRIBED UNDER THE TERMS OF THE POLICY. LINES 123-140 OF THE STANDARD HOMEOWNERS FORM SPELL OUT THESE PROCEDURES FOR SETTLING DIFFERENCES WITHOUT RESORTING TO LAWSUIT.

the company also is entitled to this provision, which may be involved at any time prior to settlement, whether or not you have received advance payments.

11. YOU ARE ENTITLED TO RECEIVE PAYMENT FROM THE INSURANCE COMPANY WITHIN THE TIME SPECIFIED BY THE POLICY AND YOUR STATE INSURANCE REGULATIONS, WHICH ARE DESIGNED TO PREVENT INSURANCE COMPANIES FROM USING DELAY AND PERSONAL HARDSHIP TO COMPEL A LOWER SETTLEMENT.

however, the policy also has time requirements for the policyholder, within which you must prepare and submit your claim. Ask your adjuster or agent about these at the outset, so that you can be in compliance.

SINCE YOU ARE THE POLICYHOLDER, ONLY YOU CAN DEMAND THAT YOUR INSURANCE COMPANY LIVE UP TO ITS OBLIGATIONS UNDER THE POLICY.

As professional restoration contractors, we recommend that you do so, out of a strong conviction that fair dealing, good workmanship, and ethical business practices benefit the insurance industry just as they benefit the public at large.

NOTE: This “Bill of Rights” has been distributed for educational purposes only. This “Bill of Rights” has no intended objective other than to inform any interested parties to their rights and/or obligations when involved in an insurance repair claim.



DO YOU KNOW YOUR RIGHTS?

Colorado Insurance Consumer Freedom of Choice

On September 13, 2007, Governor Bill Ritter signed HB 07-1104 into law. This law prevents insurance companies from controlling – directly or indirectly – which restoration company you use to restore your property after a fire.

Why was this law passed?

Competition is fundamental to the free market system. Unrestrained interaction of competitive forces will yield the lowest prices with the highest quality for everyone. The right of the individual to choose the restoration company that best serves their needs results in better quality and lower prices across the board.

Insurance companies are in business to make a profit. When you file a claim, insurance companies have a conflict of interest. They have a responsibility to you, the policyholder, but they also have a responsibility to the shareholders to minimize the payout on your claim so they can make more profit. This conflict too often resulted in insurance companies taking advantage of policyholders. Property owners were forced – sometimes unknowingly – into using specific contractors who used sub-standard materials or shoddy workmanship to minimize the pay out of your claim.

The insurance companies had the opportunity to resolve this on their own, but the financial motivation to maximize profit was so strong that they just couldn't seem to help themselves. That is when the Colorado legislature finally decided to intervene. The legislature realized that, even if they want to do right by their policyholders, insurance companies can lose sight of that because of the pressure to perform financially for their shareholders.

"This law represents a first step, and ensures and preserves a consumer's right to choose who will restore their home or business following a disaster," said Don Manger, executive director of Restoration Industry Association. "this bill will go miles in serving the public, and will reduce the inherent conflict-of-interest of insurers who attempt to limit spending on their own behalf, instead of representing the best interests of the policyholder."

WHAT ARE YOUR RIGHTS?


1. You have the right to choose your restoration contractor. You are not required to use the restoration firm recommended by your insurance adjuster. They may not require you - directly or indirectly – to use any specific business. They cannot coerce, threaten or incent you to use a particular company. Nor can they use disincentives of any kind to discourage you from using the restoration firm of your choice. Nor can they lie or misinform you so that you use their choice. They may provide you with a list of restoration companies to consider, but they must tell you that you are free to choose.
2. You have the right to have your claim paid promptly – regardless of who you choose to restore your property. Insurers may not tell you – or threaten you – that the failure to use a specific business may result in non-payment or delayed payment of a claim. In fact, they are required to ensure that the estimate is adequate to restore your property to a pre-loss condition within a reasonable time. They must promptly pay the fair market price for the restoration of your property; in accordance with your policy provisions, of course. They are not allowed to force you to use a contractor where they set the price. Finally, you are entitled to see a copy of the estimate upon which your settlement is paid.
3. You have the right to know if your insurance company has a business arrangement with your restoration company. Your insurance adjuster must tell you about any ownership interests in or affiliated business arrangements with a restoration provider when they recommend a firm in which they have a financial interest.

If you feel that your rights have been violated, you can file a written complaint with the Colorado Insurance Commissioner. For more information, contact the Division of Insurance at 303-894-7499.





CUSTOMER TESTIMONIALS





 *We were very impressed with our experience with Abbotts. We had a very tight schedule for a house closing, & they worked over the long, hot weekend to get it done in time. Dylan, Heather, & Sophia were all really helpful & nice to work with. Highly recommend! – Liz Hickman-Heyner*

 *Alberto, Rudy and Charles were very thorough in explaining all procedures, very professional and courteous. I will definitely be using Abbotts for all my future needs! – Angie Gonzales*


 *I used them for restoration work in our basement after we had a leaking pipe. They were very professional and very easy to work with especially since I lived out of state from where they were doing the work. They were quick and communicated very well and they did great work – Billy Tiff*


 *Erik and Rudy were wonderful! I will definitely recommend them! – Jussiah Sanchez*

 *I am happy with the service. I could not clean this mess myself. – Elisabeth Relin*

 *As a designer, I have used restoration companies on various projects. This was the first time I worked with Abbotts, and I would definitely work with them again. Juan made the process seamless and made sure I understood everything and that the client and I were both happy. Rodrigo, Erik and Dario did excellent work. We are very happy with the results. – Christine Dennison*

 *Great job and professional service. Knowledgeable staff. Highly recommended. – Tony Archuleta*

 *Fantastic and trustworthy crew! Rudy and his team knew exactly what to do upon arrival and got everything mitigated quickly. – Ashley Conner*

 *The workers at Abbotts were fast, friendly, and through. They answered all my questions and did a great job. – Andi Fox*



CUSTOMER TESTIMONIALS



Rudy and Anselmo are taking care of our home situation and both of them are very professional and courteous. Rudy took time to walk us through the process in detail and Anselmo made sure everything is super secured and safe! Would definitely recommend Abbotts!

– Soumya Nair



The Abbotts team (Braulio R., Rudy S., Devon B., Jose B., and Anselmo B.) that worked at my home was amazing! They were careful, thoughtful, professional, and great at communicating the steps of the process. I had extensive water damage, which is quite stressful, but the level of service and help that Abbotts provided made the cleanup, dry out, and demo process smooth and alleviated stress. My estimator, Juan R., was also amazing - responsive, communicative, and helpful. I hope I never need Abbotts services again, but if I do I would 100% call Abbotts again.

– Chloe Marty



These people are true professionals and hard workers! They did a great job with the mitigation process in my house! Rodrigo and Missael and the rest of the crew were very kind and respectful. I highly recommend Abbotts!

– Marie Brown



The team is excellent. Very polite and hard working. Highly recommend.

– Erin H



Jesus, Dario and Juan were particularly helpful. They took a stressful situation and made it so much better. They communicated each step of the way. Very pleased with Abbotts overall.

– Janet Hehn



Broken water pipe gushed torrents of water from a 5th floor apartment all the way down to the building's basement. I'd give all the folks 10 stars if I could...Rudy, Andres, Alberto, Jesus, & all the others in & out of my apartment whose names I don't remember, as well as coordinator-scheduler Michelle. Everyone has been invariably kind & professional, very understanding & reassuring. They've been here 3 times over 6 days & are always very prompt. I thought my bathroom walls felt dry but they showed me all the walls were still wet. They put up a plastic "door" with a zipper, & several dehumidifiers, hot air blowers, including one under my bedroom carpet, & some machine with flexible hose that drains from bedrm carpet into my bathtub. I don't know how to attach picture of them to my review but I highly recommend Abbott's!!

– Cynthia Hoberg



All of our services are designed to get your life back to normal as quickly and painlessly as possible. We apply our expertise to your tragedy to help you to get the most out of your policy, keep your restoration moving forward, and restore your peace of mind — so you can get back to your life. Call today for a no-cost, no-obligation consultation.

24-hour Emergency Services

When disaster strikes, time is of the essence. The first thing you must do is protect the rest of your property from further loss. Our emergency team will arrive quickly at your property and determine which emergency services are necessary. Emergency power, board-up services, roof tarps, water extraction, winterization, temporary fencing, debris removal, mold prevention, dehumidification, and content protection are just a few of the services Abbotts provides — 24 hours a day, 7 days a week.

Structural Stabilization & Board Up

During a fire, it is common for windows and doors — sometimes even walls — to be destroyed. The foundation holding up the property structure could be weak and crumbling after having been damaged by the fire. This can leave you vulnerable to additional loss from injury, weather or theft. From shoring up your structure to a plywood board up of windows, or security fencing around the entire property, you can rest assured that Abbotts will keep your property safe and secure.

Temporary Housing Assistance

Too often a fire means being displaced from your home. As specialists in fire damage restoration, we understand what you are going through - and how overwhelming and disorienting it can be just to figure out where you are going to shower or sleep. Abbotts provide you with temporary housing assistance so you can take a breath and get your bearings.

Insurance Claim Negotiation & Management

We understand how frustrating it can be to navigate the complexities of property restoration. Most property owners only have to experience this once in their lifetime. Unfortunately, this puts you at a disadvantage when dealing with the insurance company. As experts in fire damage restoration we know all the little things that can easily be missed or overlooked — and they can really add up! Fortunately Abbotts can help even the playing field. We manage your claim and negotiate for you. Our extensive experience working with insurance companies on behalf of property owners ensures that you get the most out of your insurance policy.

Water Extraction & Drying

Where there is fire, there is usually water. Our expertise would not be complete without a detailed knowledge of water extraction and drying. Moisture remaining in your property can lead to mold, mildew, and dry rot if it is not properly extracted and dried. Our restoration experts use the most effective water removal and drying methods.

Structural Repairs & Reconstruction

Structural damage and reconstruction is common when dealing with fire. While Abbotts specializes in fire damage restoration, we are also a licensed General Contractor capable of restoring all types of property damage.

Contents Cleaning, Moving & Storage

Most fires include damage to your contents as well as the structure. Even if the fire itself didn't damage your contents, chances are that smoke and water did. Many items might not be salvageable if left in their scorched state for some time. First our specialized content restoration staff performs a detailed and exhaustive room-by-room inventory. Then we carefully pack everything up and transport it to our warehouse where it is inspected. Non-salvageable items are documented for insurance reimbursement; salvageable items are cleaned and restored. We securely store your contents in our warehouse until your structural restoration is complete. Then we carefully transport them back to you and unpack them.

Cleaning & Deodorizing

Cleaning up after fire damage is a long and tedious process. Ideally, fast and immediate action should be undertaken when cleaning after fire damage. Walls, ceilings, floors and even air ducts need to be cleaned and deodorized. Additionally, the damage fire can actually be worsened if the people handling the restoration don't know what they are doing. If not deodorized properly, smoke molecules can remain in

Continued ...



WHAT WE DO



CLEANUP & RESTORATION

the pores of their materials and continue to release smoke odors even after the fire damage cleanup. These odors can easily spread onto clothes, furniture, carpets, and to other parts of the house, especially on a warm day when the high temperatures can reopen smoke-filled pores. Proper deodorizing can spell the difference between big savings and spending thousands of dollars on cleaning everything again.

Fire & Smoke Damage Restoration

Fire and smoke damage can be very complex and may include more than what you can see and smell. The type of smoke will greatly impact the restoration process. For example, smoke flows through plumbing systems, using holes around pipes to go from floor to floor. Hot smoke migrates to cooler areas and upper levels of a structure. Even a small fire can cause serious damage to your property. If not properly restored, odors can linger for years

as heat and moisture draw out odors. Our restoration professionals have detailed construction knowledge as well as expertise in smoke removal, odor eradication, soot and ash elimination, stain removal, toxicity removal and restoring balance to the environment. Abbotts stands behind their work by providing a lifetime warranty against smoke smell and odor recurrence and a three year warranty on labor and materials.

All Insurance Restoration and Repair

While fire damage restoration is our specialty, our extensive experience can be applied to insured property damage as diverse as car versus building, storm damage, and vandalism.

Who We Are + Our Management Team

Abbotts is a disaster restoration firm that specializes in fire damage restoration. Based in Denver and accredited by the Better Business Bureau, we help our customers navigate the complexities of fire damage restoration. Choosing a restoration contractor is a big decision and we are confident that when customers evaluate our expertise, specialization and customer-focused approach, they will select us as their contractor of choice.

When we ask ourselves why we do what we do, it's not about the property or the contents. It's about the people. We are a small, specialized company that provides high-touch service to the customer at the center of our business. We like having a personal relationship with our customers and we get tremendous satisfaction from helping them rebuild their lives after a fire.



Travis Chancey - President

Also a third-generation restoration expert, Travis is a Certified Mitigation and Remediation Specialist who has completed 40 hour HAZWOPER training and is IICRC certified.

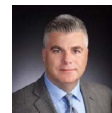
Through over 15 years of experience at Alldry and now as the President of Abbotts Cleanup & Restoration, Travis has demonstrated a constant commitment to professionalism, education, and above all, extraordinary customer satisfaction.



Jack Martin - CEO

As a third-generation fire and flood expert, Jack was the founder of Cocat and has since gone on to form Abbotts. Jack takes a special interest in the customer as the heart of Abbotts' business.

Jack has made a difference in the lives of thousands of residential and commercial customers, and is respected in the industry for providing the very best quality work and ensuring extraordinary customer satisfaction.



Trevor Martin - COO

Trevor has 20 plus years of experience in leading teams and organizations from startups to Fortune 500 companies with exceptional business acumen and professional expertise.

As CEO of COCAT, Trevor grew this organization into one of the largest restoration companies in the country. Now reunited with his brother Jack at Abbotts, Trevor applies his considerable expertise to Abbotts' business and technology systems to ensure a seamless experience for the customer and a healthy foundation for the company.



Abbotts Insurance Claim Negotiation & Management



| Project | Initial Estimate | Final Estimate | Difference | % Difference |
|--------------|-----------------------|-----------------------|---------------------|---------------|
| Barriga | \$258,804.55 | \$322,141.79 | \$63,337.24 | 24.50% |
| Beck | \$59,433.12 | \$65,143.11 | \$5,709.99 | 9.60% |
| Berry | \$9,976.40 | \$46,078.46 | \$36,102.06 | 361.90% |
| Cano | \$18,049.37 | \$21,880.50 | \$3,831.13 | 21.20% |
| Diaz | \$168,133.82 | \$196,801.49 | \$28,667.67 | 17.10% |
| Garner | \$361,597.41 | \$421,125.85 | \$59,528.44 | 16.50% |
| Gillham | \$90,652.17 | \$144,958.46 | \$54,306.29 | 59.90% |
| Greenberg | \$128,191.16 | \$156,569.36 | \$28,378.20 | 22.10% |
| Guidinger | \$52,373.80 | \$82,163.46 | \$29,789.66 | 56.90% |
| Hamm | \$235,491.62 | \$339,108.22 | \$103,616.60 | 44.00% |
| Hill | \$69,982.76 | \$100,356.67 | \$30,373.91 | 43.40% |
| Huddleston | \$62,981.63 | \$131,280.77 | \$68,299.14 | 108.40% |
| Huerta | \$7,047.33 | \$41,089.38 | \$34,042.05 | 483.00% |
| Keller | \$16,646.13 | \$21,866.75 | \$5,220.62 | 31.40% |
| Lavin | \$30,592.22 | \$41,052.79 | \$10,460.57 | 34.20% |
| Malacara | \$38,083.90 | \$70,031.48 | \$31,947.58 | 83.90% |
| Meyers | \$42,508.65 | \$46,344.80 | \$3,836.15 | 9.00% |
| Nunez | \$23,199.11 | \$38,056.33 | \$14,857.22 | 64.00% |
| Ortega | \$71,322.48 | \$140,700.00 | \$69,377.52 | 97.30% |
| Padilla | \$12,518.54 | \$24,765.12 | \$12,246.58 | 97.80% |
| Payne | \$92,023.29 | \$109,118.42 | \$17,095.13 | 18.60% |
| Queen | \$187,257.89 | \$237,931.78 | \$50,673.89 | 27.10% |
| Rasmussen | \$11,156.87 | \$36,257.81 | \$25,100.94 | 225.00% |
| Ruiz | \$76,096.17 | \$86,704.95 | \$10,608.78 | 13.90% |
| Sandridge | \$7,524.56 | \$18,297.22 | \$10,772.66 | 143.20% |
| Sellman | \$112,469.55 | \$162,774.06 | \$50,304.51 | 44.70% |
| Spanel | \$21,241.07 | \$30,491.55 | \$9,250.48 | 43.50% |
| Westover | \$55,092.60 | \$77,431.50 | \$22,338.90 | 40.50% |
| Willer | \$85,175.52 | \$103,897.61 | \$18,722.09 | 22.00% |
| Winstead | \$70,040.14 | \$77,418.42 | \$7,378.28 | 10.50% |
| Total | \$2,475,663.83 | \$3,391,838.11 | \$916,174.28 | 37.00% |

We understand how frustrating it can be to navigate the complexities of property restoration.

Most property owners only have to experience this once in their lifetime. Unfortunately, this puts you at a disadvantage when dealing with the insurance company. As experts in fire damage restoration we know all the little things that can easily be missed or overlooked – and they can really add up! Fortunately Abbotts can help even the playing field. We manage your claim and negotiate for you. Our extensive experience working with insurance companies, on behalf of property owners, ensures that you get the most out of your insurance policy.

PROPERTY DAMAGE RESTORATION FINANCING



When property damage is not covered by insurance, Denver property owners may need to seek alternative ways to cover the costs of the repair and restoration.

Extraordinary events ... Extraordinary service!

Hearth Financing Options

See your personalized monthly payment options within minutes and without affecting your credit score. No prepayment penalties. No home equity required. Hearth makes it easy for you to find monthly payment options for your project, with:

- Loan amounts up to \$250,000
- Affordable monthly payment options
- Funding within 1-3 days
- No prepayment penalties
- No home equity required extensive experience can be applied to insured property damage as diverse as car versus building, storm damage, and vandalism.

EnerBank Financing Options

- We are an approved contractor working with EnerBank to provide you access to financing.
- You can apply online from any desktop, laptop, tablet or smart phone.
- The application process is quick and easy with instant decision.
- You can transfer your online application to a live Lending Specialist at any stage of the application.

Program Phone Number: (866) 409-8300

Contractor ID: 921

Loan Code: DLL6522

To learn more about financing your restoration project, scan the QR code below.





CLEANUP & RESTORATION



**Helping people and property recover.
It's not just a job. It's our mission**

Abbotts Cleanup & Restoration · 2301 S. Jason Street · Denver, Colorado 80223

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