



5 MISTAKES TO AVOID WHEN HIRING A RESTORER



Mistake Number 1: Hiring a Mitigation Only Company

When it comes to water damage, mitigation means emergency services which includes removing standing water, drying out the structure and removing all the damaged materials (often drywall, insulation, flooring, etc.) that cannot be dried and must be replaced.

Nothing wrong with that. In fact, it's an incredibly important part of the restoration process.

But be sure to ask if they will also provide the repairs or "put back" of all the materials that were removed. Mitigation only companies often leave you with a destroyed house and you must search for another contractor to repair the mess.

At Hall Restoration, we are a "mitigation focused, full-service restorer". This means that we will do everything we can to restore the loss with as little demolition and reconstruction as possible but if reconstruction is necessary, we will do the necessary repairs as well. We'll take care of you from beginning to end.

Mistake Number 2: Hiring a Construction Focused Company

You might know the old saying that "if your only tool is a hammer, all your problems look like nails". Restorers that are mainly construction companies lack the skills, equipment and focus to do the emergency services work and tend to want to perform what we call "cut and gut" restoration, ripping your home apart down to the studs so they can handle the job as a construction project.

The only problem with this is that it can add months (yes, months!) to your project, drive the costs way up (maybe even exceeding your policy limits) and leave your home torn up with workmen coming and going disrupting your family's life.

That's why Hall Restoration is a "mitigation focused, full-service restorer". We are experts at performing mitigation which dramatically reduces the need for demolition and repairs. But should repairs be necessary, we'll handle your entire project with one point of contact.

This means your restoration is done faster, costs less and you can get back to normal as quickly humanly possible.

Mistake Number 3: Hiring Inexperienced Restorers

Restoring damage from water, fires, storms and mold requires many unique processes that are different from remodeling or general construction.

Restoration is very complex and requires knowledge of microbiology, mycology, psychrometry, pathology, Building Science, Indoor Air Quality and many more. All of these disciplines are incorporated into what is known as the “*Standard of Care*”.

The “*Standard of Care*” details the right way that a property should be restored to protect the health and safety of the building occupants as well as the property’s value. The Standard is detailed in the ANSI-approved IICRC S500 and S520 Standards.

Be sure that the restorer you hire understands and works to the “*Standard of Care*”! At Hall Restoration, we wouldn’t do our restoration projects any other way.

Experience is also reflected in longevity. Hall Restoration has been providing restoration services for more than 40 years and has restored well over 20,000 projects! Grandfather Hall was one of the very first restoration contractors in Virginia!

And the current owner, Mike Hall Jr. holds the prestigious designation of Certified Restorer (CR), which is the penultimate achievement in comprehensive restoration, project management and consulting mastery. This certification is achieved by only a very small percentage of restoration professionals!

With Hall Restoration, you get the experience you need to get the the job done right!

Mistake Number 4: Not Understanding the Potential Impact on the Health & Safety of Your Family

Depending on the source of the water and the length of time before it is addressed, water damage may contain disease causing pathogens, human waste and toxic materials of all kinds.

This means that improper restoration can lead to serious illnesses such as allergies, asthma, toxic mold reactions which, according to the Mayo Clinic can include skin irritation, breathing troubles, headaches, nervousness, dizziness, difficulty concentrating and extreme fatigue.

And everyone knows that lead, asbestos, smoke and other pollutants may be carcinogens and therefore must be handled correctly.

This is why Hall Restoration handles every project according to the “*Standard of Care*”—to protect you and your family. In fact, we restore every project as if our kids were coming over to play once the job is done!

Be sure that your restoration company knows what the “*Standard of Care*” is and does their work accordingly!

Mistake Number 5: Not Understanding How This Damage Could Affect Your Property’s Value!

Many homeowners don’t realize that water, fire or storm damage must be disclosed when it comes time to sell their home.

This means that your damage could impact the value of your home! Buyers may want to offer you a lower price or may choose to not even make an offer if there is any chance that the damage was “fixed” by some “Chuck in a Truck” or Uncle Louie who’s kind of handy.

At Hall Restoration, we provide our clients with a Certificate of Professional Restoration when the project is complete and back this up with comprehensive documentation that may be produced to prove that the job was done to the “*Standard of Care*”!

When the time comes to sell your home, simply give your listing agent a copy of the Certificate

of Professional Restoration and this will assure potential buyers that the job was done by a properly licensed, insured and certified restoration professional and that they don’t have to wonder if there’s mold behind those walls because Uncle Louie didn’t have a clue about professional restoration practices!

Here are some other reasons to call Hall Restoration when disaster strikes:

- We are an independent, local, family owned and operated business in our 40th year of business!
- We have successfully completed more than 20,000 restoration jobs!
- We offer uncompromising quality of our jobs, using a team of in-house tradesmen and highly vetted sub-contractors.
- We are a mitigation focused, full-service company which means that we make every effort to “dry out, not destroy” your home so the job is done faster and at lower cost. And we don’t leave your house torn apart. If reconstruction is required, we will restore the loss from start to finish.
- We are licensed and insured and everyone that will come into your home has undergone a background check. But even more than that, we hire what we call “Grandmother Approved” employees because we wouldn’t want scary people in our home either. Because we hire really good people, they stay with us a long time and become highly trained and educated.
- Our #1 Core Value is that we treat people the way that they want to be treated. And because we work for you and not for the insurance company, we have your best interests in mind and want to make sure you get what you deserve!
- We are also very concerned that you maintain the resale value of your home. That’s why we give you a “Certificate of Professional Restoration” when the job is complete. This lets any future buyer know that the loss was restored to the proper Standard of Care and they don’t have to worry if the job was done right or if there’s mold behind the walls.
- This certificate also gives you peace of mind concerning the health and safety of your family. You’ll be able to relax knowing that the job was done right by the experts that know how to do it right! In fact, we treat every job like our kids were going to play in the house once it was restored.
- We offer a 2-year workmanship guarantee.
- We are an industry certified firm and always have a certified tech on the job.

Courtesy of:

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