

Your Logo Here

Your Address Here

██████ Mitigation Services

Claim ID

Date of Loss

Date Claim Created

Type of Loss
Water

Address

Policyholder Name

Policyholder Phone Number



Claim Summary

Water damage

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General Notes

Initial Inspection 4-13-2022 BT

This is a single-family home with water damage to the kitchen, dining room, and basement. The source of the loss was a damaged plastic water supply line behind the refrigerator. The source has been corrected. [REDACTED] has been hired for mitigation services.

Kitchen/dining room:

Water migrated from the plastic supply line out into the kitchen area for an unknown amount of time. The drywall wall behind the refrigerator and next to the pantry will need to have the base trim removed and walls ventilated to promote proper drying. The toe kick next to the fridge will need to be removed to examine the flooring beneath. The hardwood flooring is extremely cupped and will need to be cut and removed. Once the hardwood flooring is removed we will detail clean and apply a plant-based antimicrobial to the wooden subfloor/install drying equipment.

Basement:

Water continue to migrate through the floor down into the basement. The homeowner noticed water droplets exiting the supply line hole in the laundry room. We will need to further analyze the drop ceiling as the cavity above is completely insulated. We will systematically remove insulation to determine how far the moisture traveled in the ceiling cavity. Once all removals have taken place we will detail clean and apply plant-based antimicrobial.

Scope:

Flooring protection in service way

Content manipulation

Remove and save drop ceiling tiles(basement)

Remove and examine the insulation installed in the ceiling cavity (basement)

Detach base trim on impacted drywall (Kitchen)

Inspect the drywall walls for discoloration

If discoloration is not present we will ventilate the drywall walls.

If discoloration is present we will cut the walls to the standard 2 feet

Remove impacted hardwood flooring (severely cupped)

Detail clean and apply plant-based antimicrobial to all impacted surfaces

Install drying equipment and monitor daily

Risk

OVERVIEW PHOTOS: Risk



Log Notes

ROOM NOTES: Log Notes

4/13: NJL

From: [REDACTED]

Sent: Wednesday, April 13, 2022 8:26 AM

To: [REDACTED]

Subject: [REDACTED]

Received a call for a new water loss. Refrigerator leak on the kitchen floor. Floors are cupping.

Can someone help enter this? Thank you

Referral is [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]

Deductible: [REDACTED]

Thank you,

4/13: Insp today

From: [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Cc: [REDACTED]

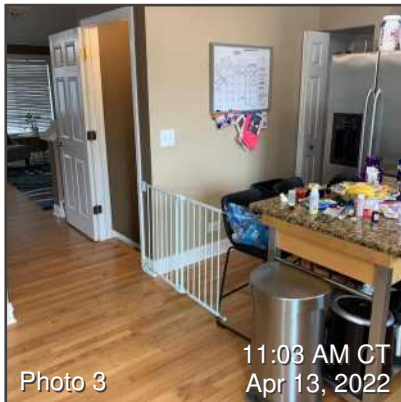
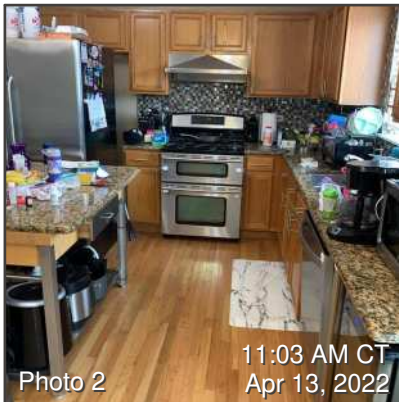
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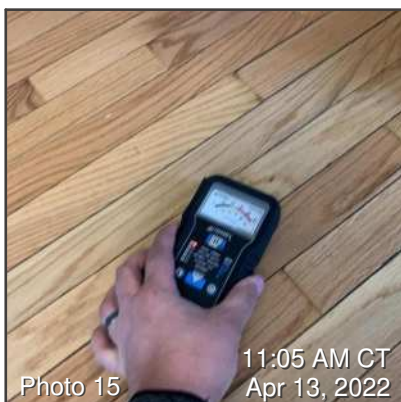
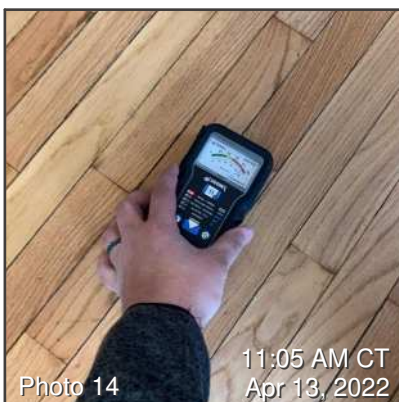
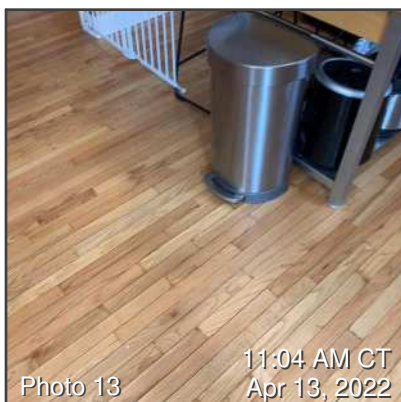
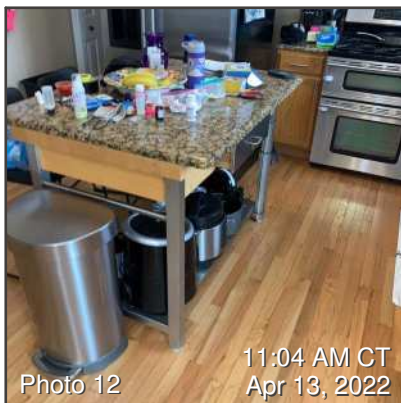
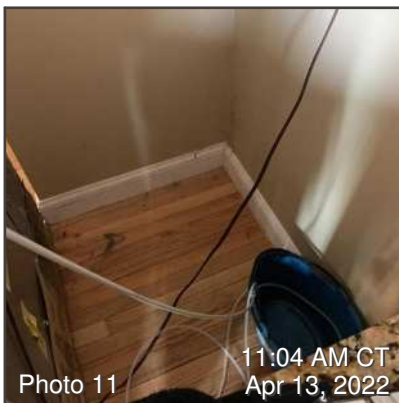
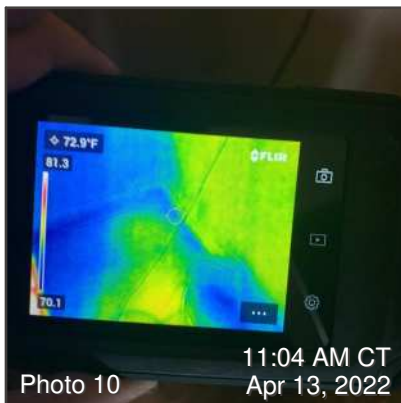
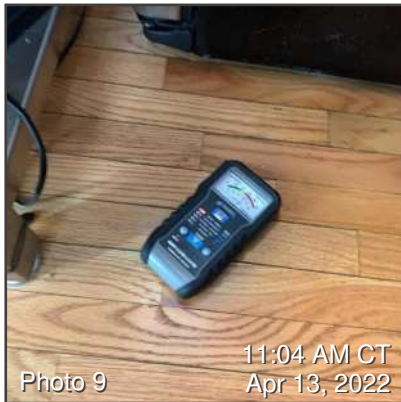
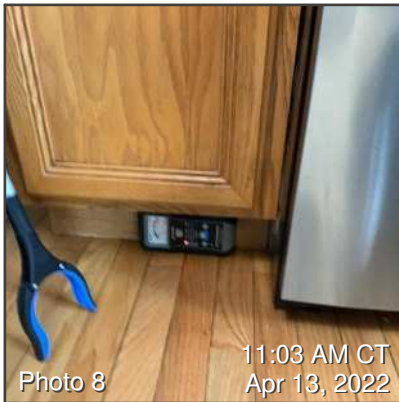
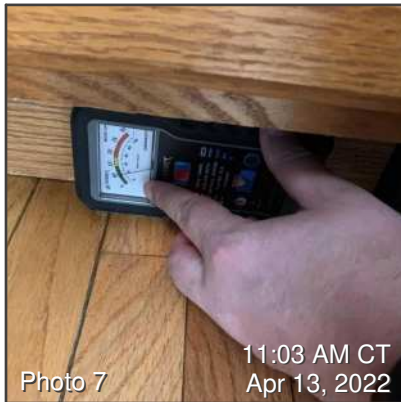
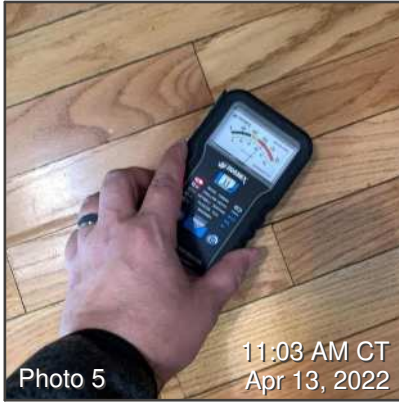
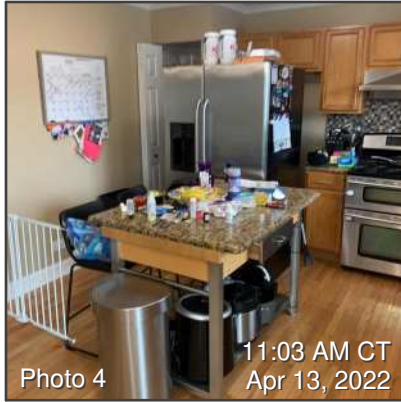
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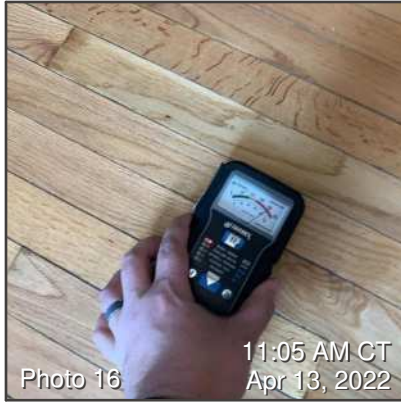
Inspection set for 11am.

Kitchen

OVERVIEW PHOTOS: Kitchen

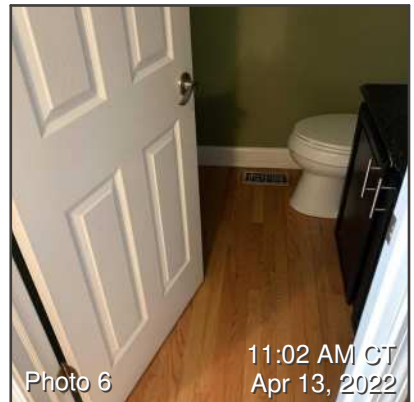
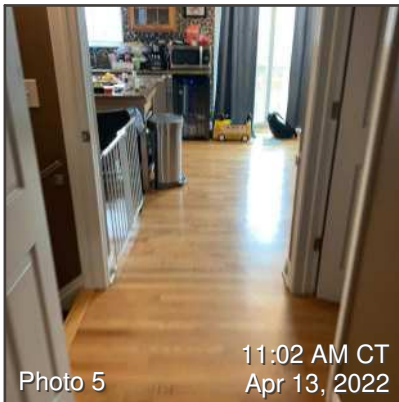
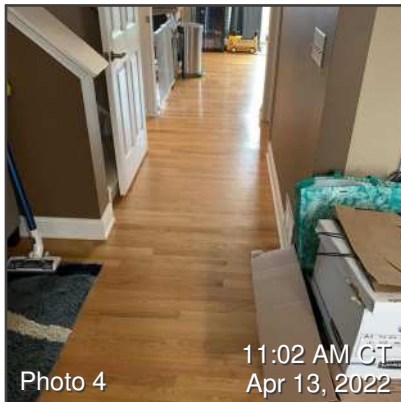
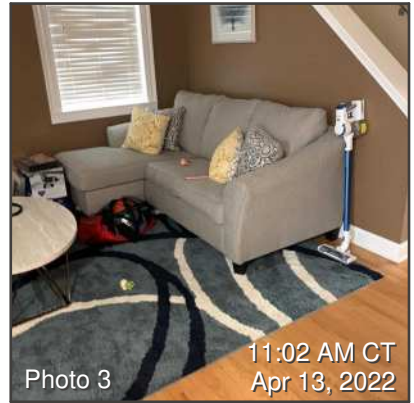
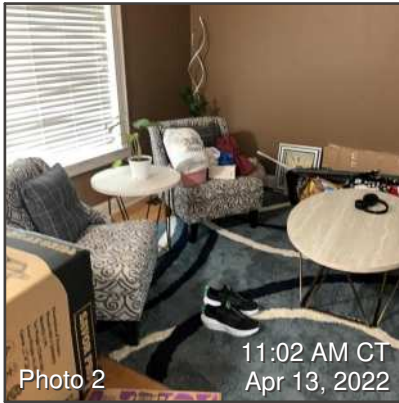
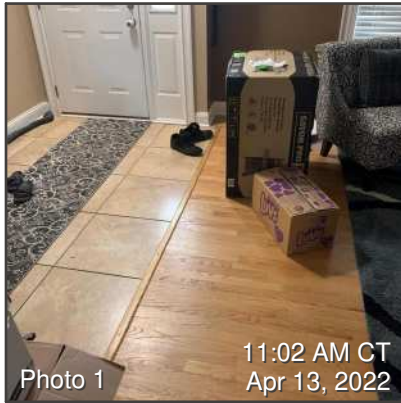


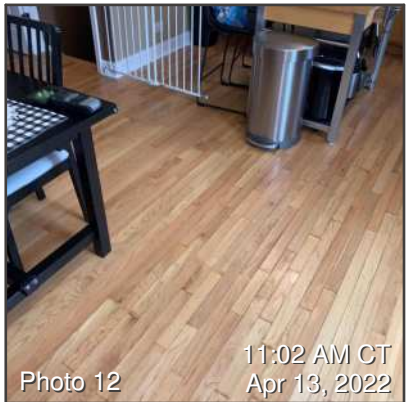
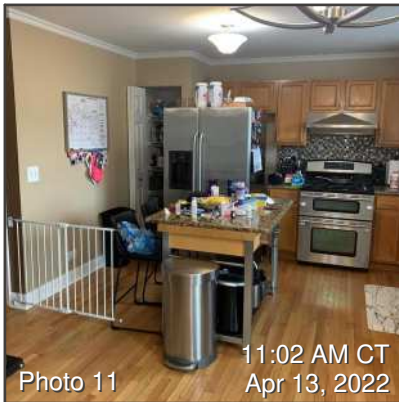
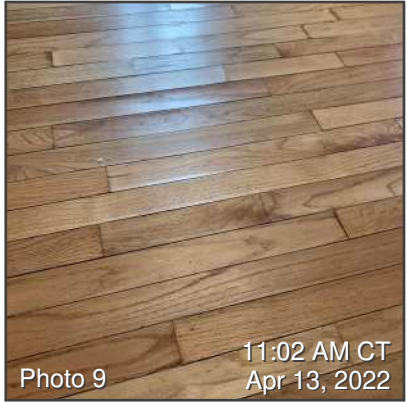
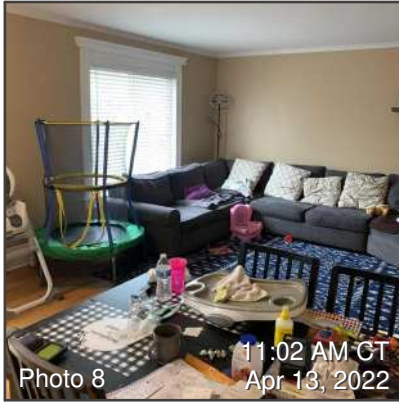




Hardwood Floors

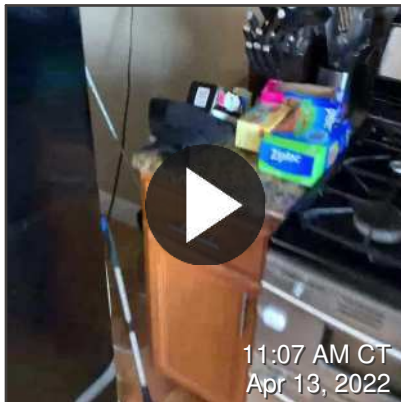
OVERVIEW PHOTOS: Hardwood Floors





Scope Video

OVERVIEW VIDEOS: Scope Video



Basement

OVERVIEW PHOTOS: Basement

