

What is LCCC in the IICRC S500 and Why It's Important!

LCCC as it is used in the ANSI/IICRC S500-2021 Standard for Professional Water Damage Restoration stands for **Limitations, Complexities, Complications, or Conflicts** in terms of challenges the restorer might face on a restoration project.

Limitations - are restrictions placed upon the restorer that results in a limitation of the scope of work or the outcomes that are expected, and can include the following:

- the source of the water intrusion has not been stopped or repaired;
- funds are limited;
- the appropriate use of containment is not allowed on contaminated water losses;
- the restorer is told to extract Category 3 water but not remove and discard contaminated porous material (e.g., carpet & drywall)
- the restorer is told to return contaminated contents without returning them to a sanitary condition.

Only the owner or the owner's agent can impose limitations on the performance of a project. If an attempt to impose a limitation is initiated by any other materially interested party, the owner or owner's agent should be advised and provide approval before the limitation takes effect. Limitations that do not allow for services to be rendered in compliance with this Standard should be clearly defined in writing.

Complexities - Complexities are conditions causing a project to become more difficult or detailed, but do not prevent work from being performed adequately, and can include the following:

- inconvenient or limited space for entry and exit serving the work area or building;
- the restoration must occur after business hours or within a specified time period;
- work needs to proceed during adverse weather;
- the restoration includes a permit-required confined space;
- the business will be in operation or the space requiring work will be occupied during restoration;
- access to the restoration area is desired by occupants;
- a lack of available storage space for equipment, supplies, and debris;

- a project site location is complicated due to building-specific uses (e.g., ICU or hospital ward);
- an imposed timeline for completion.

Complications - are conditions that arise after the start of work causing or necessitating a change in the scope of work or work plan, and can include the following:

- mold is found requiring an expanded scope of work;
- unexpected changes occur in weather conditions;
- there are unanticipated delays;
- the client needs the restoration work completed sooner than originally planned;
- additional water loss, burglary, fire, or other disaster occurs while the restorer has possession of the building or area to be restored, and
- hazardous or regulated materials are discovered after work has begun.

The owner or owner's agent should be notified in writing as soon as practical regarding any complications that develop.

Conflicts - Limitations, complexities, or complications that result in a disagreement between the parties involved about how the restoration project is to be performed are called conflicts. When limitations, complexities, or complications develop or are placed on the project by the owner or owner's agent, and prevent compliance with the industry Standard, restorers can choose to negotiate an acceptable agreement, decline the project, stop work, or accept the project with appropriate releases and disclaimers. All conflict resolutions should be documented.

In summary, be aware when an LCCC exists – and then Document, Document, Document!

There are going to be times when you and your company are put in a tough spot, and you need to be prepared by calling time out and communicating clearly to all materially interested parties when there are challenges and document ALL communication.

MEET ED

Instructor Ed Jones has more than 30 years of experience in the industry, has the title of Master Water Restorer, is an Institute of Inspection Cleaning and Restoration Certification (IICRC)–approved instructor, and has served on the S500–2021 consensus body committee to develop the most recent standard.



Happy Drying! Ed

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