

# Accuserve's Protocol for Reinspection of a Water Loss

When there are allegations of poor workmanship or incomplete drying Accuserve may require a second contractor go out to the loss location to inspect for wet materials, mold, or poor workmanship. If possible, We first try to allow the original contractor to inspect and document evidence of proper workmanship or to identify services that need to be redone to satisfy the customer. Unfortunately, the homeowner is not always willing to allow the original contractor back in their home, thus we hire a certified, unbiased contractor to inspect and write a report. If you are selected to perform a Reinspection, please follow the guide below:

- 1 The inspector must have proper credentials, e.g., IICRC WRT, ASD certifications for water damage and AMRT certification for mold issues. *\*Certifications must be current and active*
- 2 Utilize proper diagnostic tools, e.g., penetrating moisture meter, non-penetrating moisture meter, thermo-hygrometer, and digital camera (such as smartphone camera). Possibly might need the following depending

on the circumstances – borescope, ATP meter, manometer, air particulate counter, IR camera. Gather as much evidence as possible to validate your recommendations.

- 3 It is critical that the inspector always look and act professionally, e.g., clean, logoed vehicle, uniform, photo ID badge and shoe protectors while performing the inspection. Be able to calm a potentially upset occupant and conduct a thorough and professional inspection with good photographic evidence. Stay non-committal if the insured makes derogatory comments about previous contractor, Accuserve, or insurance carrier. Do NOT offer coverage or mold/asbestos/lead paint advice! Do NOT try to answer all their questions if you are not sure of Accuserve's position on a particular topic. Immediately, alert Accuserve Client Services representative about any special circumstances, questions from insured or any potential health or safety concerns.

- 4 Accuserve will provide you with a list of specific allegations and affected areas to inspect, as well as any relevant reports. If you find additional areas that need inspected contact the Client Services representative.

- 5 Important Accuserve and the insured are both aware of the appointment date/time of the inspection and that you are punctual.

- 6 Keep a detailed journal of your inspection, including photos of outside of the risk, origin of loss, affected rooms, general

condition of the home, moisture readings showing materials wet or dry (penetrating moisture meter is preferred for accuracy, if possible), visible mold and a description of how much and where located, psychrometric readings, photos of any potential other sources of water intrusion or pre-existing damages, any damages allegedly caused by original contractor, and any evidence of potential cross-contamination. *\*Important we have photos of all moisture meter readings and a description of the location where reading is taken* Also, need photos of any visible mold, how much and where located. Thermal images are great but not required in all cases.

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Psychrometric readings should include outside, affected areas, unaffected areas and HVAC, if functional. Drying logs with a sketch/moisture map are required that show where you took your readings that correlate to the photos of those readings. Also, note where any visible mold, poor workmanship, or unrelated damage was discovered on your sketch.

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If you come across something that needs to be discussed immediately, please call Accuserve's Client Services representative and ask for a video call to be arranged and recorded to help validate evidence, if necessary. Please have Accuserve's Control or Claim # ready.

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Track your time and submit all documentation within 24 hours of the inspection, along with your invoice for the inspection and possibly an estimate, if requested, for water mitigation, mold remediation, or to repair poor workmanship.

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Once documentation is received by Accuserve we will arrange a conference call to debrief and to discuss your professional recommendations and to arrange payment for your services.

We appreciate your attention to detail and for assisting in providing a resolution to our mutual customer. If the policyholder is not cooperative do your best to calm them down and take lots of notes so we can consider their position and reasoning in a fair and impartial manner. We don't want to throw the original contractor under the bus by saying derogatory remarks. We are all in this together and we know even good technicians make mistakes sometimes. **The key to is to fairly identify if any allegations are true or not and to quickly resolve any issues, if possible.**

## 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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