

Construction Services*



Structural repairs



Electrical



Plumbing



Kitchen/cabinets



HVAC/air ducts



Windows/doors



Flooring/carpet/tile



Roofing/ceiling



Siding/drywall



Exterior finishing



Carpentry/framing



**Painting/
interior design**

Restoration:

- Water Removal and Dehumidification
- Fire, Smoke, and Soot
- Mold Remediation
- Construction
- Catastrophic Storm Response
- Document Drying

Cleaning:

- Bioremediation and Vandalism
- Ceilings, Walls, and Hard Floors
- Air Ducts and HVAC
- Deodorization

** Services vary by location*

** 24 hour emergency water removal*

**SERVPRO® SYSTEM SERVICES
RESIDENTIAL & COMMERCIAL**

Construction Services

Residential
and
Commercial



Cleaning. Restoration. Construction.

*Other special or specific services may also be available.

Call for more information.

Independently owned and operated

Construction Services Brochure

09/2024

servpro.com

Like it never even happened.®

Construction Process Overview

The information below is a summary of the Construction Process Overview, not the full process. Your local SERVPRO franchise professionals can provide you with the full Construction Process Overview that goes into greater detail to give you a better understanding of what will be involved to complete your construction project. Please read it carefully and feel free to contact your local SERVPRO franchise professionals with any questions or concerns. Some information may vary due to local/state laws and practices.

Pre-Construction Phase

Approvals: Before your project can begin, you will need to make sure you have secured all the required approvals. Your local SERVPRO franchise professionals may be able to assist you with some of these approvals.

Estimates: Your local SERVPRO franchise professionals use the Xactimate® estimating software for all construction projects and will provide a copy of your estimate as an attachment to your Construction Work Authorization.

Deposits and Progress Payments: Your local SERVPRO franchise professionals will provide you with a Deposit and Draw Schedule as an attachment to your Construction Work Authorization.

Mortgage Companies: If you have a mortgage on your home, some lenders and insurance companies will issue “multiple party” checks that include you, your mortgage company, and your local SERVPRO franchise. This will require you to contact your mortgage company to obtain the necessary approvals to release payments for the work being done on your home.

Materials Selections and Changes: If you are experiencing an insurance repair, your insurance company provides coverage to restore your home to its pre-loss condition.



Construction

Construction Phase

Scheduling Tradesmen: Arranging access to your home and communicating scheduling constraints for your local SERVPRO franchise professionals and tradesmen is critical to an efficiently run construction project.

Weekly Communication: At a minimum, you will receive weekly communication from your local SERVPRO franchise professionals during the construction phase. They will provide information on the status of your project, discuss recently completed work, confirm schedules for upcoming work, and address any questions you may have.

Inspecting Work-In-Progress: If your project requires several different activities such as carpet, flooring, drywall, painting, etc., it is important that you look at each phase of the work as it is completed to make sure any incomplete or non-standard work is identified quickly and addressed.

Supplements: Occasionally an unforeseen issue arises after the project is started that will result in additional costs. Your local SERVPRO franchise professionals will work with you to address this issue with your insurance company to help avoid additional out-of-pocket expenses.

Change Orders: Some customers may choose to change or upgrade certain features of their home. Your local SERVPRO franchise professionals will try to work with you to incorporate these changes into your project. However, once work has started on your project changes cannot be made that impact ordered materials or structural changes.

Progress Payments: If your project is more than \$10,000, you may be asked to make interim payments as your project progresses.

Post Construction Phase

Construction Standards: All workmanship and materials for work performed by your local SERVPRO franchise professionals will conform to the industry standards defined in the Residential Construction Performance Guidelines for Professional Builders & Remodelers, Sixth Edition as promulgated by the Remodelers and Single Family Small Volume Builders Committee of the National Association of Home Builders.

Certificate of Completion: Once all work has been completed, you will be asked to sign a Certificate of Completion. This document acknowledges that the work is complete and meets industry standards.

Final Payment: The balance due will be invoiced after the final walk-through, and payment will be expected within 30 days. Please note that receipt of funds from insurance and/or mortgage companies can take several weeks.

The items and processes described on this page are applicable for almost every job, but every project is unique. Your local SERVPRO franchise professionals are here to guide you through the process, and the information above is meant to help you understand your role in your project as well as the general roles for your local SERVPRO franchise, the insurance company, adjusters, and your mortgage company.

SERVPRO franchises are independently owned and operated.