

## The Restoration Process For Water and Mold Cleanup

In addition to damaging furniture and personal belongings, leaks and floods can be costly. Even a few gallons of water that leak or spill in a concentrated area can penetrate the walls, flooring, and other structural elements of your home. Mold and mildew can begin to grow within 48 hours, degrading the air quality in your home. To ensure your family's health and safety, call [EliteClean Restoration](#) as soon as possible.

We understand that emergencies arise any time of day or night, which is why we are available 24 hours a day, 365 days a year. Here's a detailed look at our water and mold cleanup restoration process.

### Step 1—Call EliteClean ASAP to Mitigate Damages

Storms, floods, spills, leaking pipes, and burst pipes must be addressed as soon as possible. Even if you've removed the surface water, the potential for costly structural damage and mold growth is too much to risk going it alone. While you wait for us to arrive, salvage what you can.

Remove items such as clothing that can easily be washed and move items that aren't yet damaged to a dry location. Depending on the nature of your water emergency, take other proactive measures. For example, turn off the water if you have a leaky or burst pipe.

### Step 2—Assess and Remediate

The EliteClean team is trained, tenured, licensed, insured, and [IICRC certified](#). We have the commercial remediation equipment to rapidly extract your excess water. Once removed, we utilize state-of-the-art technology to dry your space.

The drying process takes at least 3 days. Depending on the location and extent of the damage, you may need to temporarily move out of your home. We will advise you on the safest and healthiest option for you and your family. Also, on what furniture and personal items should be relocated in the meantime. We will help you move what needs to be moved.

You will have multiple team members assigned to your project, including a Project Manager. Their role is to ease your stress by walking you through how to file a claim with your insurance carrier. Most insurance companies have transitioned to simplified electronic claims. An automated claim number is created, and you will be assigned an insurance adjuster. Your Project Manager will work directly with your insurance adjuster, keeping you in the loop every step of the way.

### Step 3—Strategic Drying and Monitoring

Our drying technology and equipment are the most advanced on the market. While drying takes an average of 3 days, it is a hands-on process. Water can rapidly penetrate the walls, insulation,

woodwork, flooring, personal belongings, and more. This means that eyesight isn't enough to properly dry your home.

Our advanced moisture detection equipment allows us to determine how far and deep the water has spread. We take great care to minimize the destruction in your home but may need to open up the drywall, remove insulation, or remove flooring.

We visually inspect and topically test for mold and mildew. To drastically minimize or eliminate [mold and mildew growth](#), we strategically place dehumidifiers in your space. To accelerate drying, we utilize a hygrometer to take atmospheric readings to ensure we have sufficient air movement.

#### Step 4—Restoration

EliteClean is a full-service remediation and restoration company. Once we have confirmed that the water damaged areas are dry, we advise on what furniture and personal items are not salvageable. Then we will provide your insurance adjuster with an estimate for our reconstruction repairs.

The most common repairs include:

- Drywall repair
- Baseboard replacement
- Painting or wall treatments
- Flooring
- Pipe replacement

There may be a variety of routes you can take to restore your home. Your project manager will talk you through your options. While some homeowners take the unexpected emergency as an opportunity to make an upgrade or two, insurance companies only reimburse for restoring your home to its pre-loss condition. Depending on the extent of your damages, you may choose to pay out of pocket instead of proceeding with your claim and paying your deductible.

#### Step 5—Understanding Your Claim Settlement

If you decide to seek reimbursement from your insurance company, please keep in mind that EliteClean has no control over the amount of your insurance settlement. While we work with your adjuster and advocate on your behalf, we cannot guarantee reimbursement. Most insurance companies have a cut-and-dry claims process. We submit your images, video, and evidence into a software system called [Xactimate](#). If your claim is approved, this software determines your reimbursement amount. Sometimes it is not enough to cover the full cost of repairs. It won't be enough to cover the cost of upgrades.

If your insurance policy includes Additional Living Expense (ALE) coverages, you may be eligible for an upfront check. ALE expenses may include your hotel, food, temporary storage space, pet boarding, furniture, and clothing. So, check your policy, ask your adjuster, and save your receipts.

**Don't Hesitate—Call EliteClean Restoration!**

[EliteClean Restoration](#) understands that emergencies arise any time of day or night. In addition to water remediation and restoration, we also provide fire remediation and restoration. Homeowners and commercial property owners can call us directly at 317-764-9833. We're available 24 hours a day, 365 days a year and we serve all 50 states.