



RESTORATION  
CREW

INFORMATION PACK



# Need A Dependable, Trustworthy Restoration Company To Get The Job Done? We Can Help.

## About Restoration Crew

Restoration Crew is an Australian-owned-and-operated company that provides comprehensive mitigation and restoration services across the Sydney metropolitan and suburban regions.

Our wide range of services include:

- ✔ Water damage restoration
- ✔ Moisture detection and mapping
- ✔ Structural drying and dehumidification
- ✔ Emergency make safe
- ✔ Hardwood floor drying
- ✔ Fire damage restoration
- ✔ Sewage damage restoration
- ✔ Mould remediation
- ✔ Pack outs and reinstatement
- ✔ Carpet steam cleaning
- ✔ Final builders clean

Our work is performed efficiently, and a comprehensive report is provided upon completion of the job to help make the insurance claims process easier.

We take great pride in what we do and in providing fast, friendly and professional service to all of our clients.

Our commitment is to make your life easier when it comes to resolving water damage and restoration issues.

## Our Experience

When working with Restoration Crew, you can rely on us to get the job done to your complete satisfaction. We have serviced hundreds of insurance jobs across the Sydney region, ranging from simple jobs to larger, more complex ones.

Our lead technician is a certified water damage restoration, fire damage restoration and mould remediation specialist with many years of experience in the industry. We have provided hundreds of comprehensive reports to help make the insurance claims process easier for our clients.

Insurance  
Experience

Certified  
Technician

Detailed  
Reports

## Giving Back To The Community

In alignment with our mission of creating a calmer, safer, better environment for the community, 2.5% of the company's annual profits will be donated to selected charities and non for profit organisations who are doing their part in making our planet a calmer, safer, better place.

**Need a job done?**  
**Call us on 0420 907 484 for a quick response!**

You can also reach us via email at: [service@restorationcrew.com.au](mailto:service@restorationcrew.com.au)



# Case Study

## Water Damage Mitigation & Drying

### The Situation

Restoration Crew received a call to attend to a water damage job at a two-story house located in the western suburbs.

Due to heavy rain from a storm that hit Sydney, water from the roof gutter of the property had overflowed and caused rain water to cascade into the main bedroom, flooding the carpet. The ceiling was sagging and the skirting boards were separated from the walls.

Our technician arrived to the property one hour after receiving the call. He took a statement from the customer, inspected the source of the leak, performed moisture mapping to determine the extent of the water damage, and rapidly established the category and class of the job.

A work authorization commencement form was then signed by the customer and the work to mitigate the damage began.

### Our Solution

Step one was to lay down felt blankets at the entrance of the home to protect the property's hardwood floor.

The team then removed the smaller furniture and items (as part of the relocate and reset process) and placed plastic tabs underneath the bed and vanity table to prevent staining of the carpet and damage to these larger pieces of furniture.

An extraction wand was used to remove excess water, followed by a heavy-weighted

extraction tool to remove water from the underlay and carpet. The carpet was then steam cleaned.

Two dehumidifiers and three air movers were employed and the top-down drying process began.

Our technician visited the property each consecutive day to monitor the drying process using a hypo-sensor and GE Probimeter.

### The Results

By the third day the room had reached its dry goal.

The carpet, underlay and furniture were all saved and did not need to be replaced.

Disruption and inconvenience were minimized and the customer was happily surprised by how efficient the whole process was.



### Final Job Report

Information and readings were documented every day for the job and a final report was compiled and provided to all concerning parties. The content of the final report included description of loss, description of mitigation work done, moisture mapping, daily inspection information and psychometric readings. This report was provided after the job was completed.

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# Case Study

## Hardwood Floor Drying

### The Situation

Restoration Crew received a call to attend to a water damage job at a home located in the northern suburbs of Sydney.

Our technician arrived to the property and received a statement. It was found that the dishwasher had been leaking over a period of time, causing 3mm cupping to the kitchen's red gum hardwood floor.

The leak in the dishwasher had been resolved by a plumbing company that had been on the site prior to us arriving. Our technician performed an inspection on the hardwood floor, noting the moisture level and degree of damage.

A work authorization commencement form was signed by the customer and the work to mitigate the damage commenced.

### Our Solution

An Injectidry system was installed in the kitchen along with two dehumidifiers and two air movers.

Our team then went under the affected area, tented it off, and ducted warm, de-humidified air into the tented space.

Our technician visited the property each consecutive day to monitor the drying process using a non-penetrating GE Protimeter.

The readings were documented and monitored to ensure the moisture contents in the effected area was reducing.

### The Results

On the fifth day of the job, the hardwood floor had reached its dry goal.

The cupping of the floor had subsided dramatically. The floor did not need to be replaced, nor did it require any sanding or sealing work.

Saving the hardwood floor prevented any disruptions and inconveniences that would of occurred if the floor had to be replaced.

The customer was very happy with the result and the duration of the job.

The drying equipment was removed and a job completion form was signed by the customer.



### Final Job Report

Information and readings were documented every day for the job and a final report was compiled and provided for all concerning parties.

The content of the final report included description of loss, description of mitigation work done, moisture mapping, daily inspection information and psychometric readings.

Open communication was also present throughout the job, informing all concerning parties of the progress and status of the job.

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# Case Study

## Decontamination

### The Situation

Restoration Crew received a call to attend to a contamination job at two-story home located in the Eastern Suburbs.

The homeowner (mother) was returning from hospital and the daughter (the customer) was concerned about contaminants in the house. She didn't want them affecting her mother after she came back home.

The Restoration Crew team inspected the property, noting down the contaminated areas. A work authorization commencement form was signed by the customer to begin the decontamination work and the team got straight into the work.

### Our Solution

The team suited up in PPE (Personal Protection Equipment) and proceeded to install HEPA filters in the property.

Soft furnishings were moved to the laundry and were vacuumed with HEPA-filter-installed vacuum cleaners.

All the hard surfaces of the home were washed down with antimicrobial cleaning products. All the mattresses, lounges and carpets were similarly treated.

The team built chambers and ran negative air pressure through them to prevent cross-contamination of spaces.

All the furniture was then placed back in its original location.

### The Results

The job took three days to complete.

Once completed, a hygienist was called in to test the property for any signs of contamination. The test results came back negative. The property passed the inspection with flying colors.

The homeowner returned to the house and was able to reside there comfortably with no risk to her health.

The customer, who was sensitive to dust, entered the property and mentioned that it was the first time she could walk in the house and breathe easily. She noticed a marked difference.

The customer was very happy with the result.

Completed  
In 3 Days

Passed  
1st Exam

Happy  
Customer

### Final Job Report

Information and readings were documented every day for the job and a final report was compiled and provided for all concerning parties.

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