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**FAQ Sheet**

**Q Why does my property need to be boarded-up?**

A Insurance companies stipulate in their policies that all property that has experienced damage be secured in order to protect against theft and vandalism. Furthermore, it protects you, the property owner, from being held liable if someone were to incur injury while trespassing on your property.

**Q What must be done to complete the process of restoring my property?**

A A-1 Restoration's ultimate goal is to restore your property to its pre-loss condition or better while facilitating completion of the work at no cost to you above your deductible. The process is as follows:

- Secure the property to prevent further damage
- Remove, repair, clean and store the contents of your property until they can be returned to you
- Meet with the insurance adjuster to verbally and visually agree upon the structural damage and needed repairs
- Prepare a preliminary scope of the work to restore your property
- Commence the work to repair your property to its pre-loss condition
- Return restored contents to your property once the repairs have been completed
- Conduct a final walk through of your property to ensure that all work as been completed to your satisfaction
- Prepare a final scope of the work to be forwarded to your insurance company for payment

**Q Is your work guaranteed?**

A Yes. A-1 Restoration guarantees all of its work for a period of one year.

**Q Will you be able to clean my furniture, carpet, paintings and other contents?**

A A-1 Restoration does an exceptional job with contents cleaning.. It is important to remember that this type of work must be evaluated on a case by case basis in order to assess the severity of the damage and the potential of restoration.

**Q How long will it take to restore my property?**

A Securing the property, contents cleaning, water removal, and the set up of temporary power can commence immediately. A-1 Restoration will then do everything possible to expedite the restoration process in order to have you back into your property as soon as possible.

**Q What insurance companies does A-1 Restoration work with?**

A A-1 Restoration works with all insurance companies, but maintains our independence by representing your interests – not the insurance companies. Our Project Managers will coordinate with your insurance carrier in order to ensure that you receive the highest level of quality, service and workmanship available at no cost to you above and beyond your deductible, or the cost of any additional improvements that you have requested outside of your claim.

**Q How does your pricing compare with other restoration companies?**

A A-1 Restoration uses an insurance approved, independent software estimating package that ensures industry standard, competitive pricing.

**Q Do I have to use the contractor that my insurance company suggests?**

A No. You can and should carefully consider your contractor options and choose one that has your best interests in mind. It is important to choose the right contractor from the start in order to prevent costly detours that can arise during the restoration process.

**Q If building codes have changed, will my insurance cover the upgrades on my property?**

A You will need to contact your insurance agent to discuss your policy coverage.

**Q Where will I live while my property is being repaired?**

A If you own your property, your insurance policy most likely will cover temporary housing costs such as hotels, meals and other customary living expenses. If possible, check with your insurance agent to discuss coverage allowances. Relief agencies such as the Red Cross also often provide temporary housing in emergency situations.

**Q Is there anything I need to do before a contractor begins work on my property.**

A Before work commences on your property you should ensure that damage is documented via photographs and/or video.

**Q What do I need to do to get started?**

A Sign the work authorization form, and A-1 Restoration will begin the process of restoring your property.