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## Star Restoration

**Claim ID**

**Date of Loss**

Apr 18, 2022

**Date Claim Created**

Apr 18, 2022

**Type of Loss**

Water

**Address**

975 Westmere St., Des Plaines, IL, USA

**Policyholder Name**

James Miller

**Policyholder Phone Number**

(847) 454-9876

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## Claim Summary

Water damage

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## Attachments

1. Covid 19 Questionnaire (ENG) - ClaimID123/Carrier
2. Encircle - Access & Authorization - ClaimID123/Carrier

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## General Notes

### Initial Inspection 4-18-2022 BT

This is a single-family home with water damage to the kitchen, dining room, and basement. The source of the loss was a damaged plastic water supply line behind the refrigerator. The source has been corrected. Star Restoration has been hired for mitigation services.

#### Kitchen/dining room:

Water migrated from the plastic supply line out into the kitchen area for an unknown amount of time. The drywall wall behind the refrigerator and next to the pantry will need to have the base trim removed and walls ventilated to promote proper drying. The toe kick next to the fridge will need to be removed to examine the flooring beneath. The hardwood flooring is extremely cupped and will need to be cut and removed. Once the hardwood flooring is removed we will detail clean and apply a plant-based antimicrobial to the wooden subfloor/install drying equipment.

#### Basement:

Water continue to migrate through the floor down into the basement. The homeowner noticed water droplets exiting the supply line hole in the laundry room. We will need to further analyze the drop ceiling as the cavity above is completely insulated. We will systematically remove insulation to determine how far the moisture traveled in the ceiling cavity. Once all removals have taken place we will detail clean and apply plant-based antimicrobial.

#### Scope:

Flooring protection in service way

Content manipulation

Remove and save drop ceiling tiles(basement)

Remove and examine the insulation installed in the ceiling cavity (basement)

Detach base trim on impacted drywall (Kitchen)

Inspect the drywall walls for discoloration

If discoloration is not present we will ventilate the drywall walls.

If discoloration is present we will cut the walls to the standard 2 feet

Remove impacted hardwood flooring (severely cupped)

Detail clean and apply plant-based antimicrobial to all impacted surfaces

Install drying equipment and monitor daily

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## Risk

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## OVERVIEW PHOTOS: Risk



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## Log Notes

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## ROOM NOTES: Log Notes

4/18: NJL

From: Alex Brown <alex.brown@starrestoration.com>  
Sent: Monday, April 18, 2022 8:26 AM  
To: Service Call <service.call@starrestoration.com>; Chicago NJL WTR <chi.njlwtr@starrestoration.com>  
Subject: NJL-WTR-Miller, James & Jackie, Casey (Des Plaines)

Received a call for a new water loss. Refrigerator leak on the kitchen floor. Floors are cupping.

Can someone help enter this? Thank you

Referral is Jack Foster at State Farm (agent).

975 Westmere St.,  
Des Plaines, IL, USA 60016  
James's number: 847-454-9876  
Ciara's number: 847-876-4567

Claim number: 24-543210D

Adjuster: Lauren Tillus  
224-987-6543

Deductible: \$1550

Thank you,

4/18: Insp today

From: Bob Villa <bob.villa@starrestoration.com>  
Sent: Monday, April 18, 2022 8:39 AM  
To: Peter Parker <pete.parker@starrestoration.com>  
Cc: Alex Brown <alex.brown@starrestoration.com>; Service Call <service.call@starrestoration.com>; Chicago NJL WTR <chi.njlwtr@starrestoration.com> Subject: Re: NJL-WTR-Miller, James & Jackie, Casey (Des Plaines)

Inspection set for 11am.

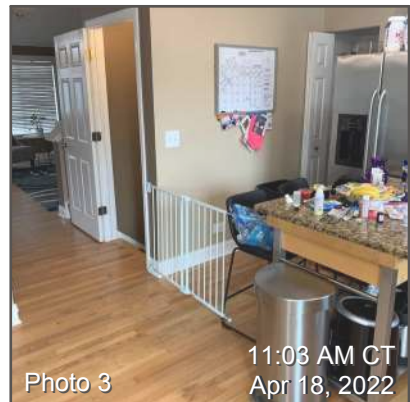
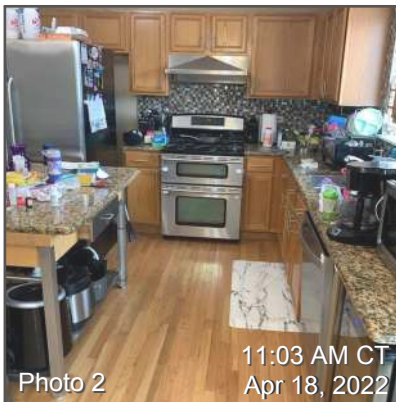
Peter or I will handle today

FloorPlan: Floor Plan 1



Kitchen

OVERVIEW PHOTOS: Kitchen



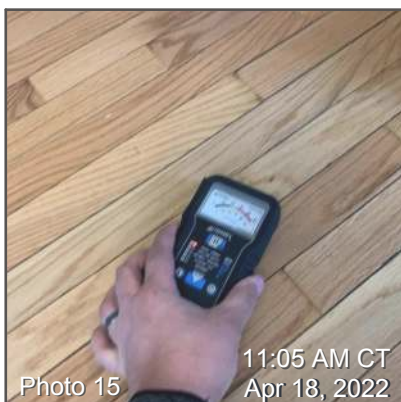
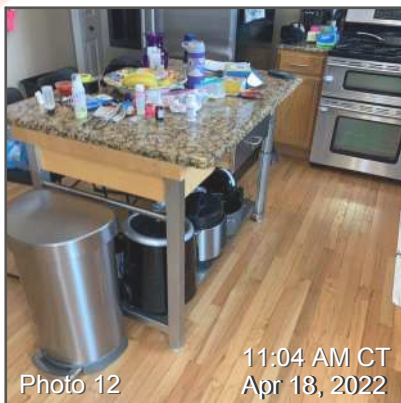
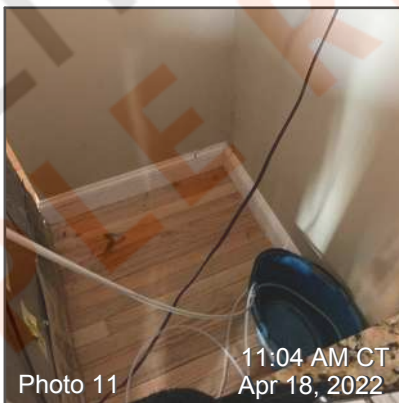
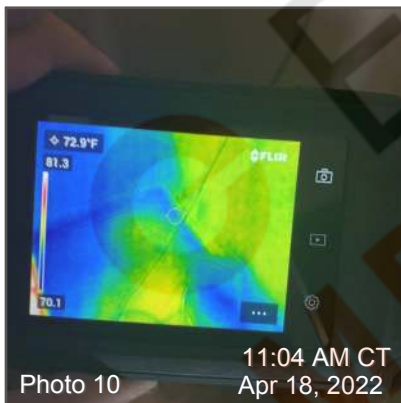
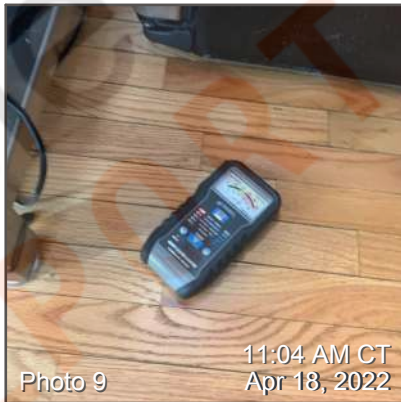
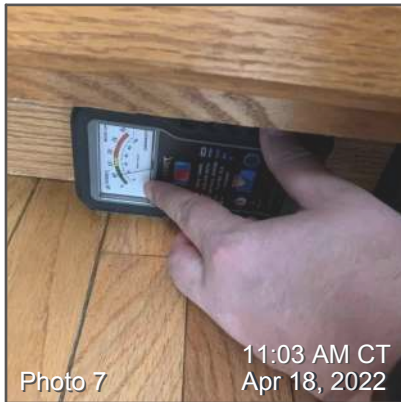
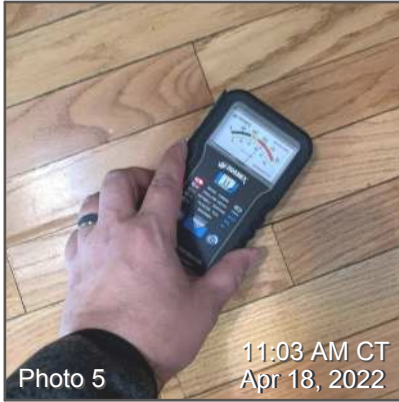
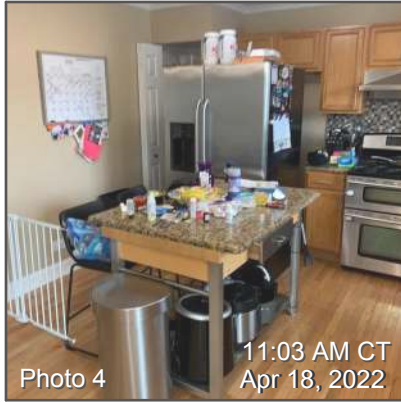




Photo 16

11:05 AM CT  
Apr 18, 2022



Photo 17

11:05 AM CT  
Apr 18, 2022

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## Hardwood Floors

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### OVERVIEW PHOTOS: Hardwood Floors

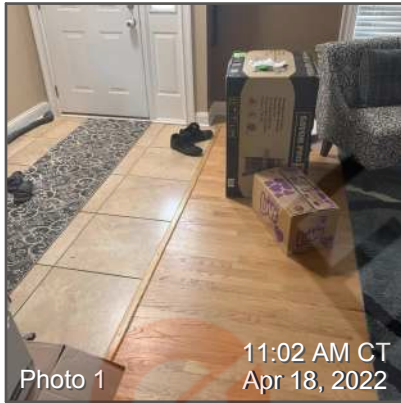


Photo 1

11:02 AM CT  
Apr 18, 2022



Photo 2

11:02 AM CT  
Apr 18, 2022

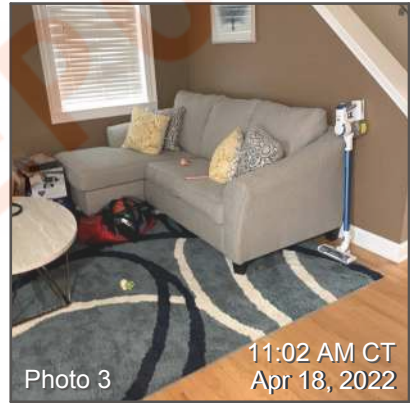


Photo 3

11:02 AM CT  
Apr 18, 2022



Photo 4

11:02 AM CT  
Apr 18, 2022

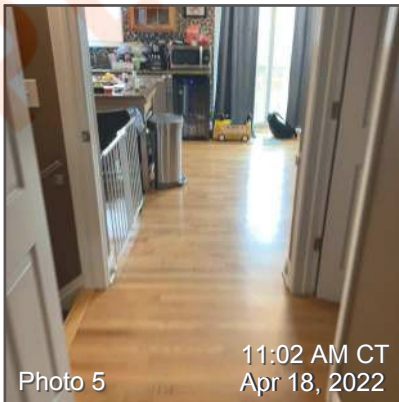


Photo 5

11:02 AM CT  
Apr 18, 2022

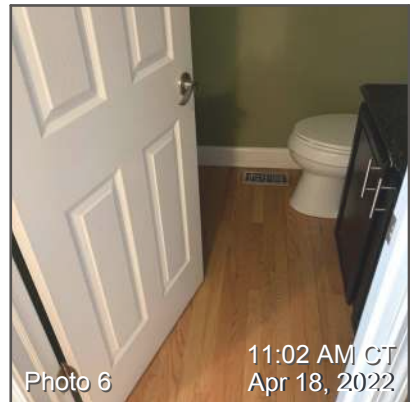
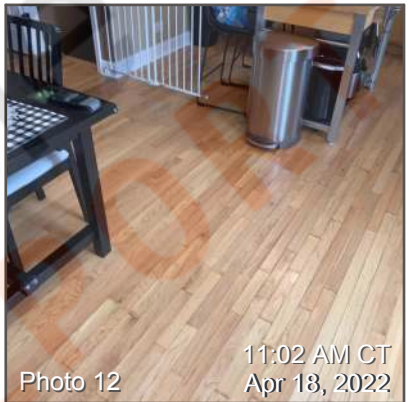
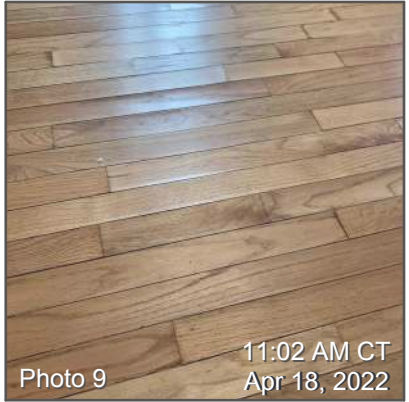
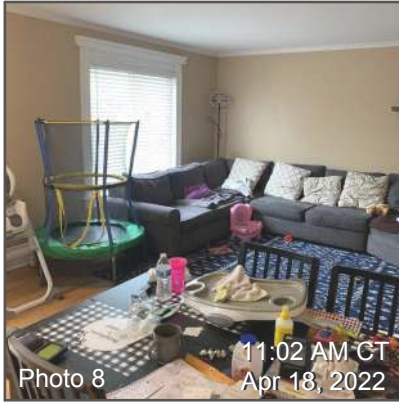
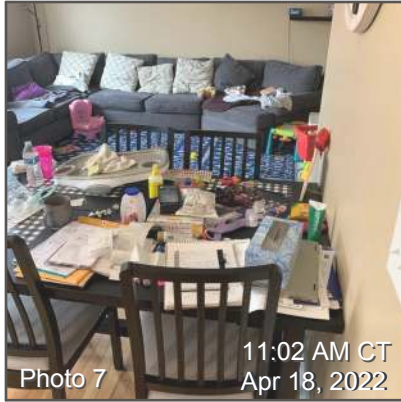


Photo 6

11:02 AM CT  
Apr 18, 2022

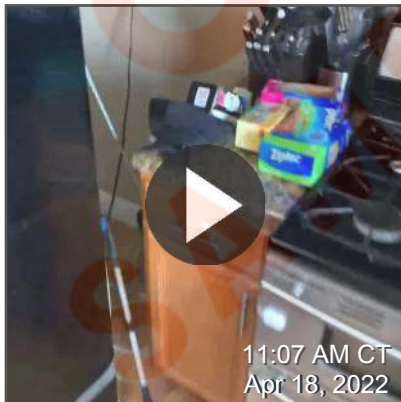


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## Scope Video

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### OVERVIEW VIDEOS: Scope Video



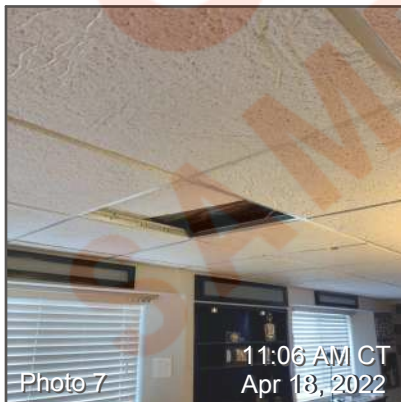
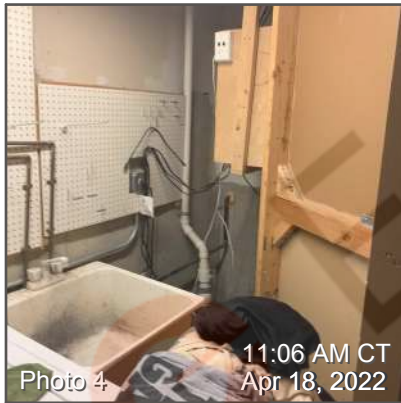
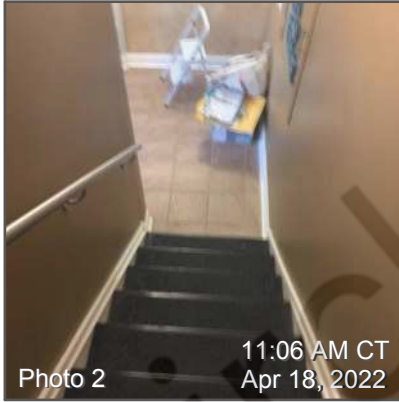
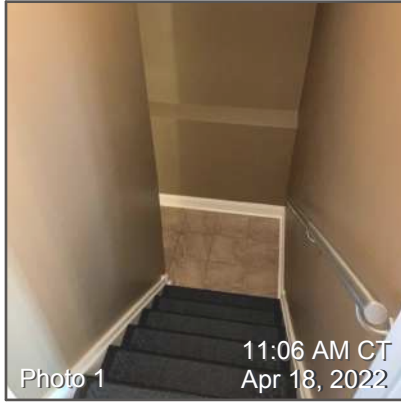


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# Basement

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## OVERVIEW PHOTOS: Basement



Dear Client,

We take the health of our employee(s) and clients very seriously. With the current level of health concerns around Covid-19, we have set forth protocols for our employees to track early signs of illness. Some of these measures may include but are not limited to, taking their temperature, visual signs of flu-like symptoms, and inquires about recent travel. Our staff is monitored daily to prevent the possible spread and to keep everyone safe. We must conduct the same measures for our clients.

Please complete the following:

Are you a front line health care worker during this pandemic? No

Is anyone in the home currently experiencing:

Cough?	No	Headache?	No
Sore Throat?	No	Difficulty Breathing?	No
Runny Nose?	No	Fever?	No

Has anyone in the home, traveled outside of Canada in the last 14 days? No

Has anyone in the home been in contact with anyone who has traveled outside of Canada in the last 14 days? No

Are you currently completing a self-quarantine? No

Has anyone come in contact with anyone in the last 14 days with any signs of illness of cough and or fever, to the best of your knowledge? No

Name: James Miller

Address: 975 Westmere St., Des Plaines, IL, USA

Emergency Contact (Cell):

Signature:  \_\_\_\_\_

Should yes be answered, further measures may be required including but not limited to increased PPE (Tyvek suits, booties, masks, masks/respirators, gloves, eye protection) and/or delay of work.

This document will be held in confidentiality in the job file at Star Restoration.

If, at any time during the project, any of the answers to the questions above changes, please notify our project manager at Star Restoration immediately.

**ACCESS & AUTHORIZATION**

Owner or Company Name: James Miller	Telephone: (847) 454-9876
Property Address: 975 Westmere St., Des Plaines, IL, USA	
Adjuster: Adrian	Insurance Co.: <b>Star Restoration</b>
Address:	
Claim / Policy No.: 12345	Telephone:

I/We hereby give access to the property above and authorization to **Star Restoration**, for the purpose of making the necessary repairs to the above mentioned property, as a result of Water- Normal Reported Leak from under sink. Appears to be clean from cold water line.. To the best of my knowledge; This property was constructed in the year 2015.

I/We hereby irrevocably direct my/our Insurer to include the name Star Restoration, as the payee on any cheque or draft issued in payment of said insurance claim with regards to the building or contents repair, and to send that cheque directly to **Star Restoration**.

I/We hereby acknowledge that I/We am/are responsible for payment to **Star Restoration**, of any and all shortfalls in payment from the Insurance Company and/or any authorized extras including the deductible in the amount of \$1,500, GST (if applicable) and any depreciation (if applicable).

REPAIRS WILL BE COMMENCED UPON RECEIPT OF THE ABOVE SIGNED ACCESS AND AUTHORIZATION FORM, TOGETHER WITH PAYMENT OF THE DEDUCTIBLE AND APPROVAL BY THE INSURANCE COMPANY. THIS ACCESS AND AUTHORIZATION DOES NOT CONSTITUTE COVERAGE ON YOUR POLICY UNTIL APPROVAL BY THE INSURANCE COMPANY.

DATED: April 18, 2022

OWNER or COMPANY:

