
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



Claim Summary

Water damage

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Encircle
SAMPLE REPORT

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

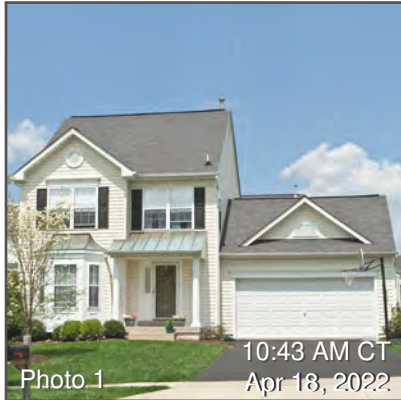
Remove impacted hardwood flooring (severely cupped)

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

Install drying equipment and monitor daily

Risk

OVERVIEW PHOTOS: Risk



Log Notes

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

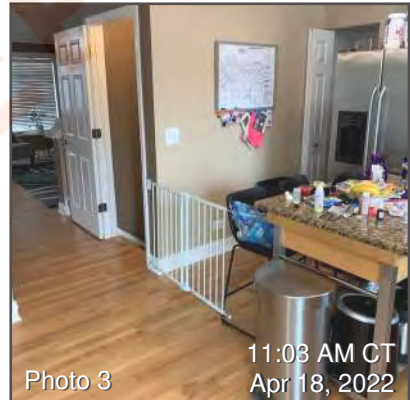
From: Bob Villa <bob.villa@starrestoration.com>
Sent: Monday, April 18, 2022 8:39 AM
To: Peter Parker <pete.parker@starrestoration.com>
Cc: Alex Brown <alex.brown@starrestoration.com>; Service Call <service.call@starrestoration.com>; Chicago NJL WTR <chi.njlwtr@starrestoration.com>
Subject: Re: NJL-WTR-Miller,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

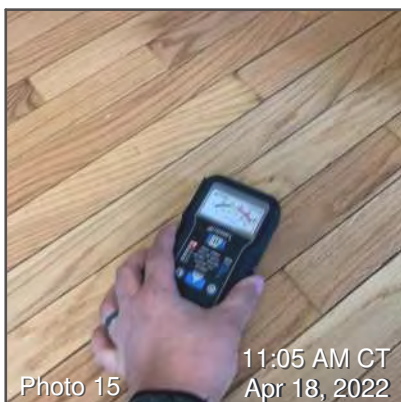
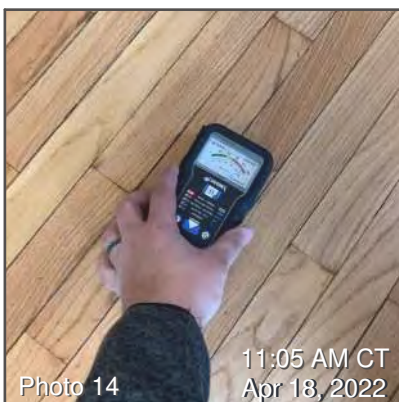
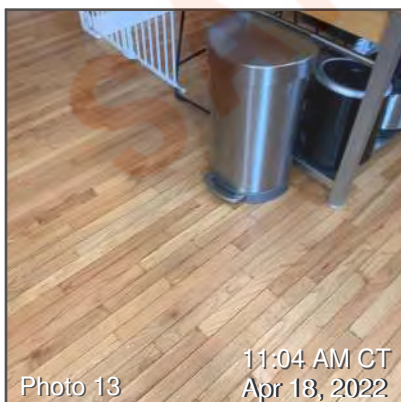
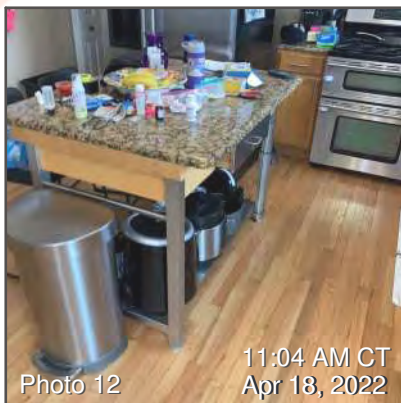
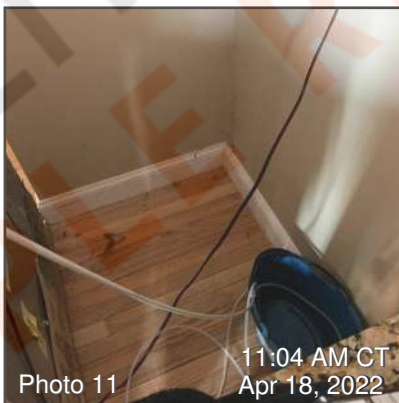
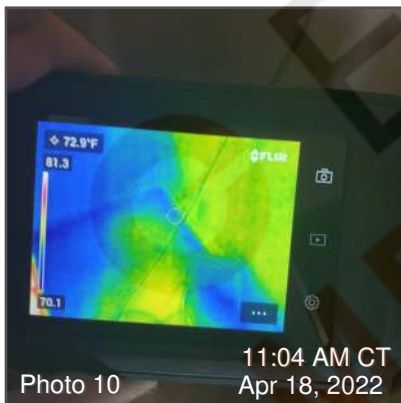
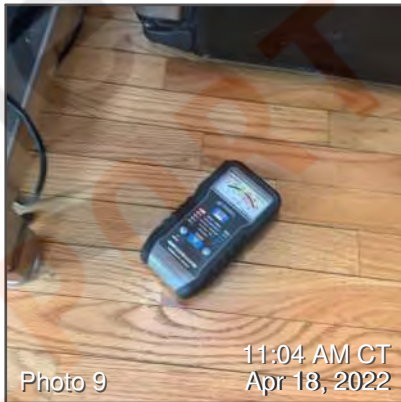
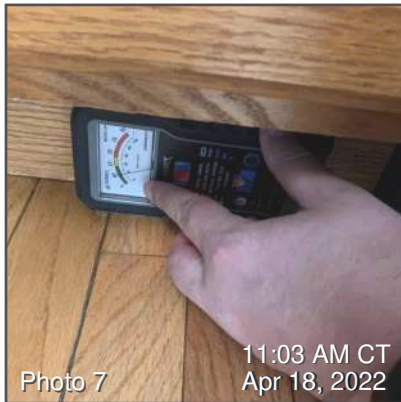
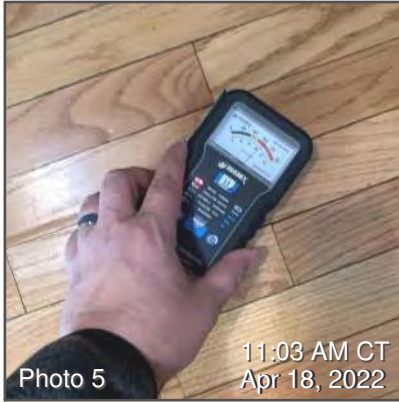
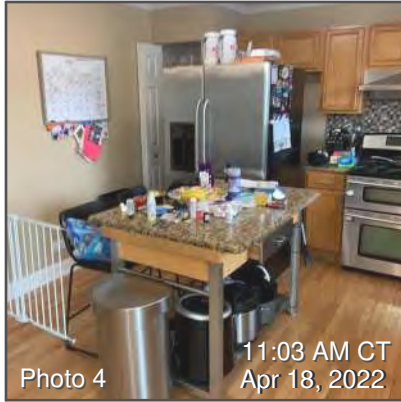
Inspection set for 11am.

Peter or I will handle today

Kitchen

OVERVIEW PHOTOS: Kitchen





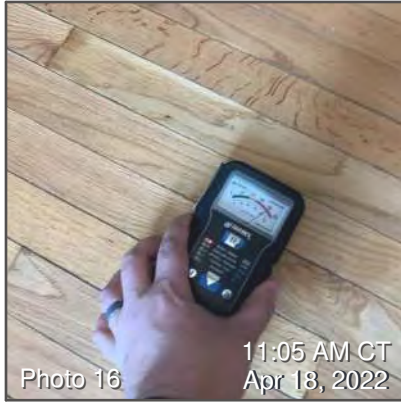


Photo 16

11:05 AM CT
Apr 18, 2022



Photo 17

11:05 AM CT
Apr 18, 2022

Hardwood Floors

OVERVIEW PHOTOS: Hardwood Floors

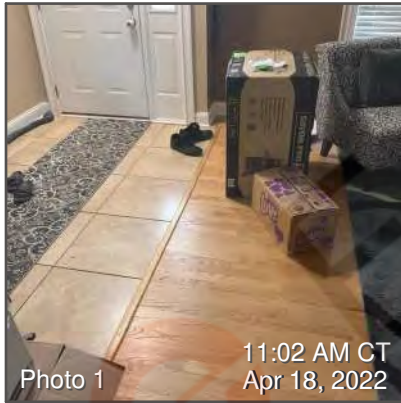


Photo 1

11:02 AM CT
Apr 18, 2022

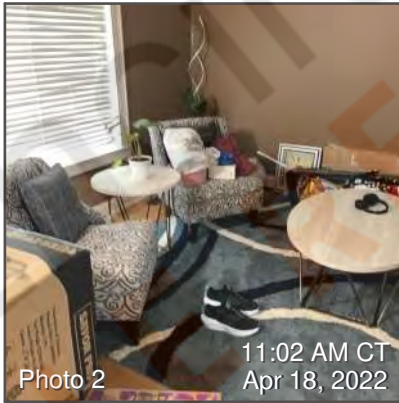


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Apr 18, 2022

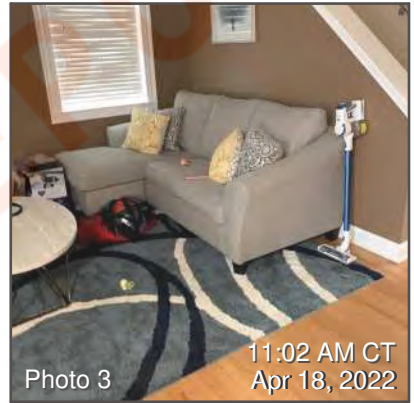


Photo 3

11:02 AM CT
Apr 18, 2022



Photo 4

11:02 AM CT
Apr 18, 2022

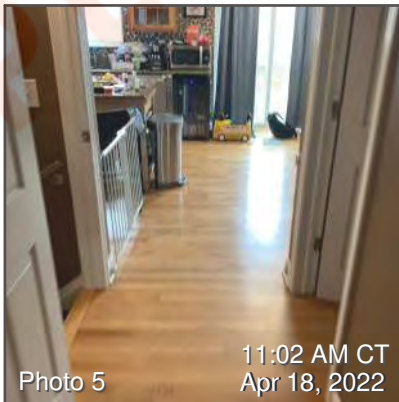


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Apr 18, 2022

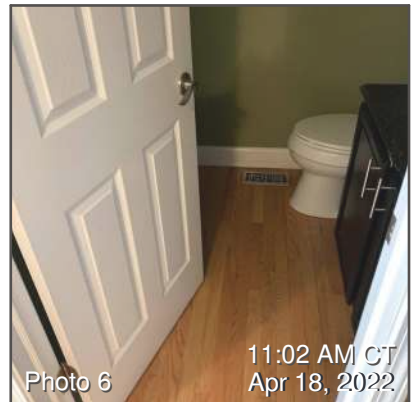
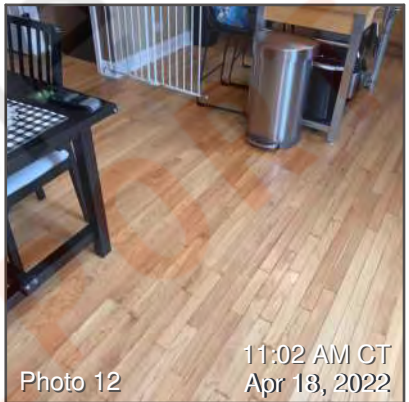
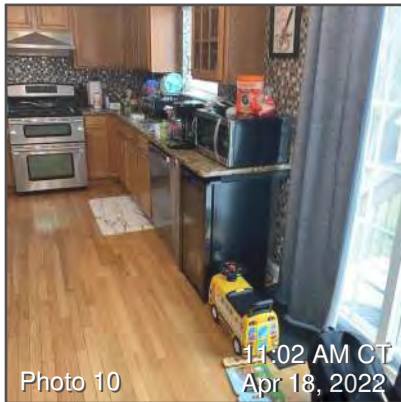
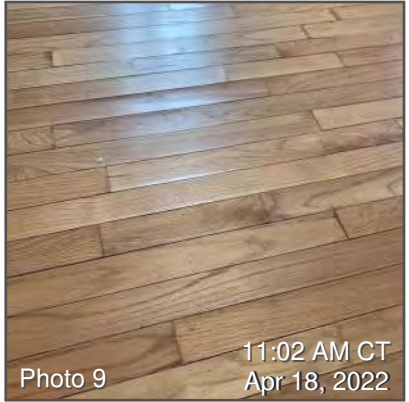
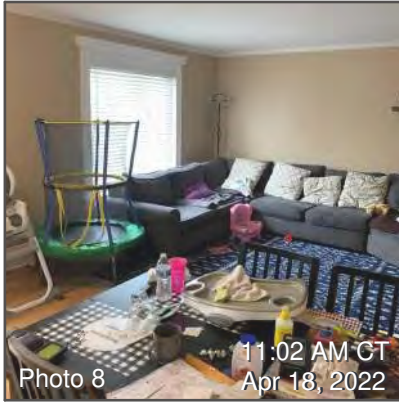
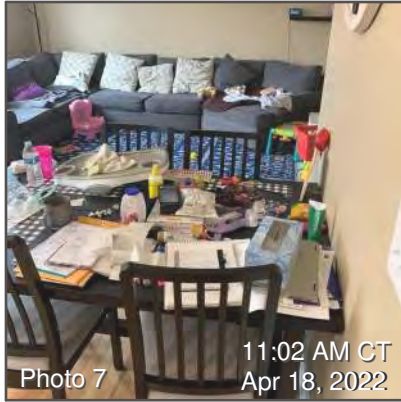


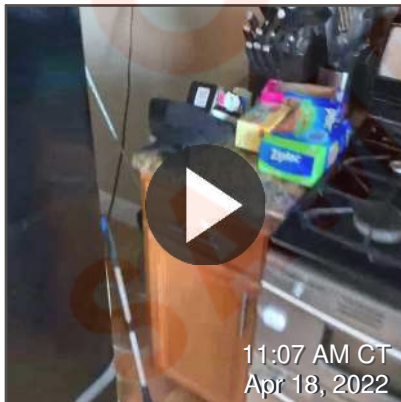
Photo 6

11:02 AM CT
Apr 18, 2022



Scope Video

OVERVIEW VIDEOS: Scope Video



Basement

OVERVIEW PHOTOS: Basement

