



Alice Cole
Claim #:
SERVPRO® Job #: 2083409

Job Summary

Customer and Job Information

Customer Name:	Alice Cole	Insurance / Client:	Self Pay
Claim / PO Number:		Policy / WO Number:	
Servpro Job Number:	2083409	Customer Phone:	(281) 996-9994
Job Address 1:	151 Moss Point	Customer Email:	
Job Address 2:			
City, State, Zip:	Friendswood, TX 77546		

Timestamps

Loss Received:	9/18/2017 3:05 PM (CDT)	Customer Called:	9/18/2017 4:26 PM (CDT)
Date of Loss:	9/18/2017 12:00 AM (CDT)	Arrival on Site:	9/18/2017 4:27 PM (CDT)
Drying Complete:	9/22/2017 10:46 AM (CDT)		

Loss Information

Type of Loss:	Water	Cause of Loss:	Flood
Structure Type:	Residential	Property Type:	House - Single Family
Electricity Available:	No	Year Structure Built:	

Franchise Information

Name: Flower Mound
Address: 2230 Morriss Road #100-117
Flower Mound, TX 75028
Phone: (972) 420-4771

Additional Loss Information

Category of Water:	3	Class of Water:	2
Days to Achieve Dry Standard:	3.76	Total Affected SF:	1693.40
Drying Zones:	1		



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Equipment

Placement Count by Day and Type

Day	9/18	9/19	9/20	9/21	9/22	Total
Air Mover	52	52	52	36	0	192
Dehumidifier	3	4	4	3	0	14
Total	55	56	56	39	0	206

Usage Summary

Equipment Type	Room	Equipment Model	Asset Number	Placed	Removed	Total Days*	Total Hours*
Air Mover	Bathroom	605 Air Max	P169	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P105	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
	Big room	605 Air Max	P142	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P176	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P134	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P157	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P231	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		Velo	V123	9/18/2017 4:28 PM	9/21/2017 12:18 PM	2.83	67.9
		605 Air Max	P101	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P143	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P121	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P248	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
605 Air Max	P6	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2		



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Equipment Type	Room	Equipment Model	Asset Number	Placed	Removed	Total Days*	Total Hours*
	Bigroom offset	605 Air Max	P196	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P42	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P29	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
	Garage	Velo	V104	9/18/2017 4:28 PM	9/21/2017 12:18 PM	2.83	67.9
		Velo	V105	9/18/2017 4:28 PM	9/21/2017 12:18 PM	2.83	67.9
		Velo	V57	9/18/2017 4:28 PM	9/21/2017 12:18 PM	2.83	67.9
		Velo	V19	9/18/2017 4:28 PM	9/21/2017 12:18 PM	2.83	67.9
		Velo	V156	9/18/2017 4:28 PM	9/21/2017 12:18 PM	2.83	67.9
		Velo	V13	9/18/2017 4:28 PM	9/21/2017 12:18 PM	2.83	67.9
		Velo	V130	9/18/2017 4:28 PM	9/21/2017 12:18 PM	2.83	67.9
		Velo	V7	9/18/2017 4:28 PM	9/21/2017 12:18 PM	2.83	67.9
		Velo	V28	9/18/2017 4:28 PM	9/21/2017 12:18 PM	2.83	67.9
		Velo	V21	9/18/2017 4:28 PM	9/21/2017 12:18 PM	2.83	67.9
		Velo	V96	9/18/2017 4:28 PM	9/21/2017 12:18 PM	2.83	67.9
		Velo	V111	9/18/2017 4:28 PM	9/21/2017 12:18 PM	2.83	67.9
Velo	V137	9/18/2017 4:28 PM	9/21/2017 12:18 PM	2.83	67.9		



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Equipment Type	Room	Equipment Model	Asset Number	Placed	Removed	Total Days*	Total Hours*
	Garage entry	605 Air Max	P184	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		Velo	V47	9/18/2017 4:28 PM	9/21/2017 12:18 PM	2.83	67.9
		605 Air Max	P12	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P30	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P46	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P235	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P141	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P201	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
	Garage offset	605 Air Max	P193	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
	Hall 1	605 Air Max	P35	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P195	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P239	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
	Power room	605 Air Max	P190	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P165	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P232	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
	Small room	605 Air Max	P116	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P225	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P122	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P120	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		Velo	V10	9/18/2017 4:28 PM	9/21/2017 12:18 PM	2.83	67.9

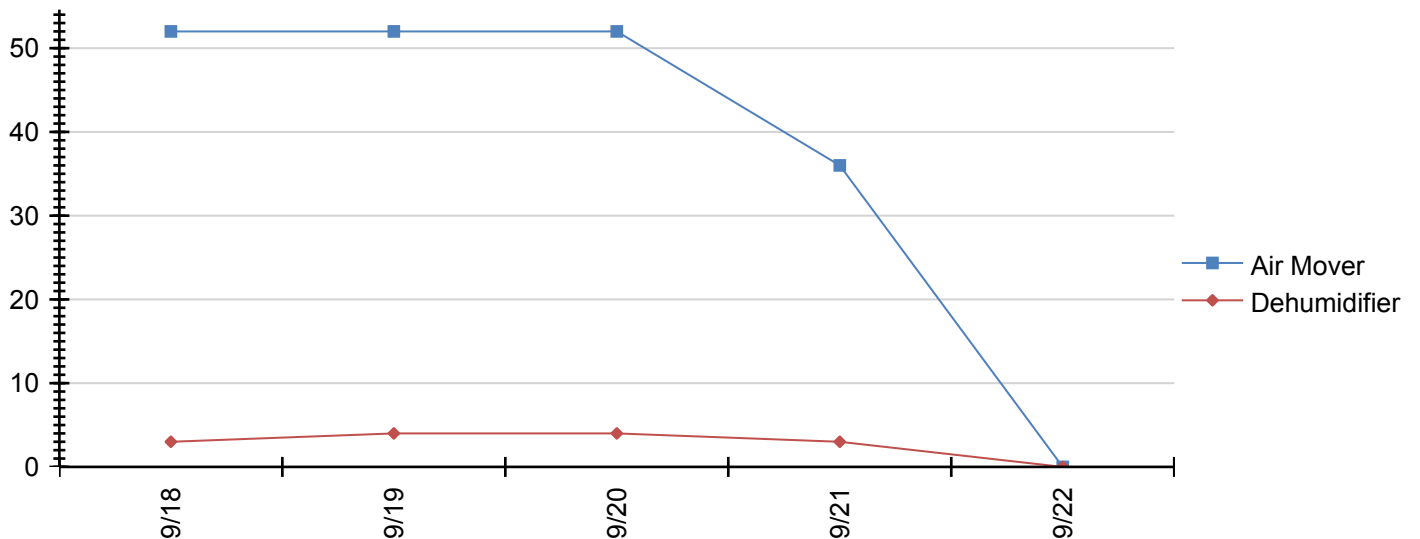


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Equipment Type	Room	Equipment Model	Asset Number	Placed	Removed	Total Days*	Total Hours*
	Stairs	605 Air Max	P138	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P113	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
		605 Air Max	P110	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
	Total						180.64
Dehumidifier	Big room	DrizAir LGR 2000	DH28	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
	Garage	DrizAir 1200	DH05	9/18/2017 4:28 PM	9/21/2017 12:18 PM	2.83	67.9
	Garage entry	200 HT	DH110	9/18/2017 4:28 PM	9/22/2017 10:46 AM	3.76	90.2
	Small room	200 HT	DH142	9/19/2017 3:46 PM	9/22/2017 10:46 AM	2.79	67.0
	Total						13.14
Total						193.78	4,650.7

* Equipment Calculations are based on the difference between the "Removed Timestamp" and the "Placed Timestamp" for each piece of equipment. In the event that a piece of equipment has not yet been removed from the job, then the "Report Run Timestamp" will be used for calculations. Hours are calculated by multiplying the days by 24.

Usage Chart





Diary Notes

Timestamp	Subject/Note
9/18/2017 4:54 PM (CDT)	HVAC turned off HVAC turned off for Visit 1
9/18/2017 6:00 PM (CDT)	Job note We power washed the whole zone top to bottom, all equipment that was needed was placed and is running off the generator. Customer wants copies of all papers and msds. All forms signed.
9/19/2017 3:48 PM (CDT)	HVAC turned off HVAC turned off for Visit 2
9/19/2017 3:57 PM (CDT)	Job Note Came to do equipment check. Did some extra power washing outside the garage on the customer's porch area. Added an extra DH to the Small Room to help speed up drying process. Removed loose insulation and particle boards from within structure that were affected by the floods. Removed some sheet rock from an area that we didn't get to yesterday. Informed the customer Mrs. Cole that the dead space under the bathroom wasn't making much progress and some tile would need to be possibly removed and plywood removed to have open access to dead space area. She wanted us to leave the tile alone and not damage it. She gave approval to drill holes in the studs to get some airflow under the bathroom but are unable to due so due to how thick the studs are. -O.G.
9/20/2017 12:58 PM (CDT)	HVAC turned off HVAC turned off for Visit 3
9/20/2017 1:02 PM (CDT)	Job note Checked all eq. Everything still wet and all eq still running. We added plastic up to separate the 2 condos and to help lower the humidity. We refueled the generator and continue to sweep and clean the floors. Eq check set for tomorrow morning
9/21/2017 12:27 PM (CDT)	HVAC turned off HVAC turned off for Visit 4
9/21/2017 1:11 PM (CDT)	Job Note Removed all equipment from garage only since it was dry. The rest of the equipment will be left running to finish drying in the other areas.
9/21/2017 3:38 PM (CDT)	Job note Everything still wet except for the garage area. Removed what was dry and repositioned other fans that needed better air flow. Informed the customer that the dead space under the bathroom was still wet and need to be removed. They don't want any demo done to the tile and still couldn't drill holes due to the depth of the wood. Added more fuel to the generator. Everything left running. Will be back out tomorrow morning to remove eq.
9/22/2017 10:48 AM (CDT)	HVAC turned off HVAC turned off for Visit 5
9/22/2017 10:51 AM (CDT)	Job Note Came to do equipment check. Everything was dry except for a Bathroom stud which gave a reading of 24. Customer acknowledged this and signed the Authorization to Remove Form. Pulled all equipment. Got all other documentation. -O.G.



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Zone Composition and Validation

Zone 1

Water Category:	3	Water Class:	2
Dehu Min Capacity Required:	283 PPD	Air Movers Requirement Method:	Square Feet
Dehu Actual Capacity Placed:	314 PPD	Air Movers Required:	47 - 56
Dehumidifiers Placed:	3	Air Movers Placed:	52
Dehumidifier Placements are in the Acceptable Range		Air Mover Placements are in the Acceptable Range	

Room Name	% Floor Affected	Cubic Footage		Floor Square Footage			Floor Linear Footage		
		Total Room	Offsets Insets	Affected	Offsets Insets	Missing Spaces	Affected	Offsets Insets	Missing Spaces
Bathroom	100 %	502.22	0.00	62.78	0.00	0.00	32.17	0.00	0.00
Big room	100 %	3,164.06	0.00	395.51	0.00	0.00	84.33	0.00	0.00
Bigroom offset	100 %	812.00	0.00	101.50	0.00	0.00	51.67	0.00	0.00
Garage	100 %	4,248.88	0.00	451.21	0.00	0.00	85.17	0.00	0.00
Garage entry	100 %	993.21	0.00	145.35	0.00	0.00	48.50	0.00	0.00
Garage offset	100 %	237.00	0.00	26.33	0.00	0.00	21.17	0.00	0.00
Hall 1	100 %	377.78	0.00	47.22	0.00	0.00	27.50	0.00	0.00
Hall 1 entry	100 %	50.11	0.00	7.33	0.00	0.00	10.83	0.00	0.00
Power room	100 %	773.19	0.00	104.25	0.00	0.00	41.17	0.00	0.00
Power room offset	100 %	160.15	0.00	20.44	0.00	0.00	18.33	0.00	0.00
Small room	100 %	1,835.22	0.00	229.40	0.00	0.00	60.83	0.00	0.00
Small room entry	100 %	110.67	0.00	13.83	0.00	0.00	17.83	0.00	0.00
Stairs	100 %	807.29	0.00	80.73	0.00	0.00	38.33	0.00	0.00
Stairs entry	100 %	51.39	0.00	7.52	0.00	0.00	12.67	0.00	0.00
Total		14,123.17	0.00	1,693.40	0.00	0.00	550.50	0.00	0.00



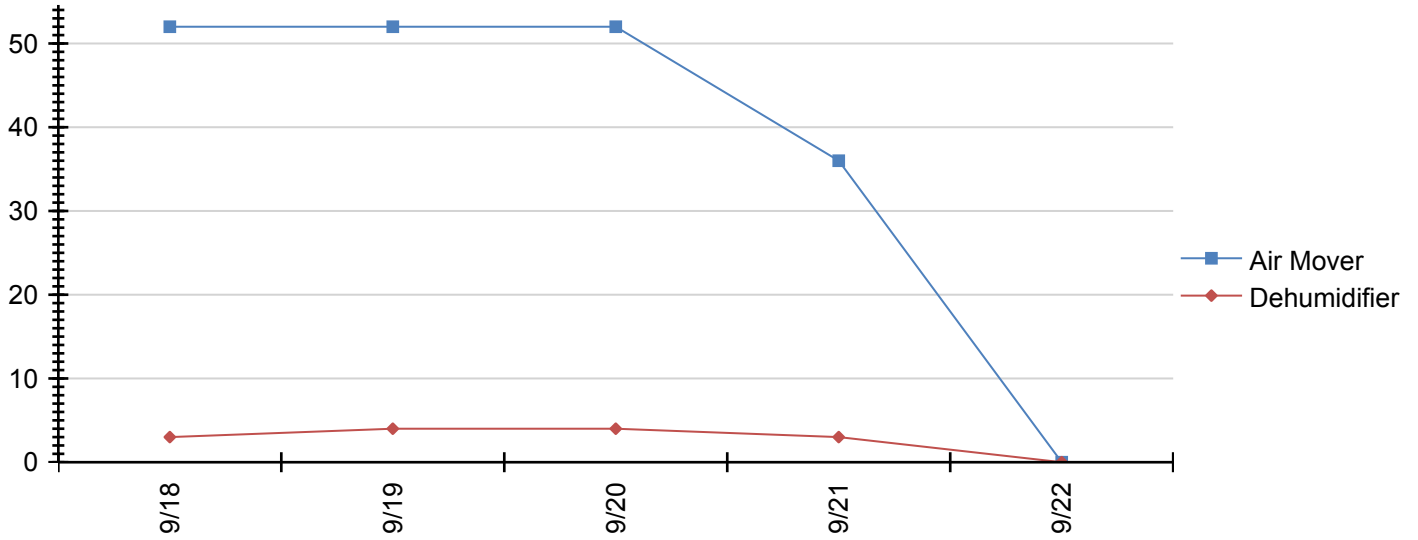
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Drawings



Zone Equipment Usage

Zone 1 Equipment Usage



Date	Room	Air Mover Count	Dehu Model	Dehu Rating	Asset No	Dehu Hour Counter
9/18/2017 4:28 PM Tech: Jp	Bathroom	2				
	Big room	11	DrizAir LGR 2000	110 PPD	DH28	6212
	Bigroom offset	3				
	Garage	13	DrizAir 1200	64 PPD	DH05	5039
	Garage entry	8	200 HT	140 PPD	DH110	11144
	Garage offset	1				
	Hall 1	3				
	Power room	3				
	Small room	5				
	Stairs	3				
			3	314 PPD		22395



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Date	Room	Air Mover Count	Dehu Model	Dehu Rating	Asset No	Dehu Hour Counter
9/19/2017 3:46 PM Tech: Jp	Bathroom	2				
	Big room	11	DrizAir LGR 2000	110 PPD	DH28	6236
	Bigroom offset	3				
	Garage	13	DrizAir 1200	64 PPD	DH05	5063
	Garage entry	8	200 HT	140 PPD	DH110	11169
	Garage offset	1				
	Hall 1	3				
	Power room	3				
	Small room	5	200 HT	140 PPD	DH142	13767
	Stairs	3				
				4	454 PPD	
9/20/2017 12:56 PM Tech: Jp	Bathroom	2				
	Big room	11	DrizAir LGR 2000	110 PPD	DH28	6256
	Bigroom offset	3				
	Garage	13	DrizAir 1200	64 PPD	DH05	5084
	Garage entry	8	200 HT	140 PPD	DH110	11189
	Garage offset	1				
	Hall 1	3				
	Power room	3				
	Small room	5	200 HT	140 PPD	DH142	13788
	Stairs	3				
				4	454 PPD	
9/21/2017 12:18 PM Tech: Jp	Bathroom	2				
	Big room	10	DrizAir LGR 2000	110 PPD	DH28	6278
	Bigroom offset	3				
	Garage entry	7	200 HT	140 PPD	DH110	11211
	Garage offset	1				
	Hall 1	3				
	Power room	3				
	Small room	4	200 HT	140 PPD	DH142	13810
	Stairs	3				
			3	390 PPD		31299



Monitoring

Key

Blue	= GPP Equal To OR Above 65 on Day 2
Blue	= RH Equal To OR Above 40 on Day 2
Gray	= GPP Not Making Progress(Not Decreasing Daily)
Purple	= Zone Temp Outside Optimal Range for Equip (68 to 90)
Red	= Negative Grains Depression
Yellow	= Low or Zero Grains Depression

Atmospheric & Dehumidifier Readings

Zone 1

Atmospheric Readings	Outside			Unaffected N/A			HVAC			Zone 1		
	Temp	RH%	GPP	Temp	RH%	GPP	Temp	RH%	GPP	Temp	RH%	GPP
9/18/2017 4:28 PM Tech: Jp	99.0	58.0	163							99.0	58.0	163
9/19/2017 3:46 PM Tech: Jp	96.0	61.0	157							99.0	55.0	155
9/20/2017 12:56 PM Tech: Jp	94.0	63.0	152							95.0	50.0	124
9/21/2017 12:18 PM Tech: Jp	81.0	83.0	132							92.0	53.0	119
9/22/2017 10:46 AM Tech: Jp	84.0	71.0	124							85.0	50.0	90

Dehumidifier Readings	DrizAir 1200 DH05					200 HT DH110					200 HT DH142				
	Temp	RH%	GPP	GDEP	Hrs	Temp	RH%	GPP	GDEP	Hrs	Temp	RH%	GPP	GDEP	Hrs
9/18/2017 4:28 PM Tech: Jp	86.0	55.0	102	61	5039	84.0	54.0	94	69	1114 4					
9/19/2017 3:46 PM Tech: Jp	87.0	51.0	98	57	5063	88.0	50.0	99	56	1116 9	85.0	54.0	97	58	1376 7
9/20/2017 12:56 PM Tech: Jp	94.0	44.0	105	19	5084	93.0	45.0	104	20	1118 9	94.0	46.0	110	14	1378 8
9/21/2017 12:18 PM Tech: Jp	110.0	29.0	112	7	5106	118.0	23.0	111	8	1121 1	108.0	28.0	102	17	1381 0
9/22/2017 10:46 AM Tech: Jp						115.0	20.0	88	2	1123 3	112.0	21.0	85	5	1383 2



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Atmospheric & Dehumidifier Readings

Zone 1

Dehumidifier Readings	DrizAir LGR 2000 DH28				
	Temp	RH%	GPP	GDEP	Hrs
9/18/2017 4:28 PM Tech: Jp	85.0	52.0	93	70	6212
9/19/2017 3:46 PM Tech: Jp	88.0	49.0	97	58	6236
9/20/2017 12:56 PM Tech: Jp	95.0	47.0	116	8	6256
9/21/2017 12:18 PM Tech: Jp	103.0	33.0	103	16	6278
9/22/2017 10:46 AM Tech: Jp	110.0	22.0	84	6	6300

Moisture Content Readings

Zone 1

Room	Material	%/Pts	Goal	9/18 4:28p Jp	9/19 3:46p Jp	9/20 12:56p Jp	9/21 12:18p Jp	9/22 10:46a Jp
Bathroom	Wood - Structure	%	16	99	73	31	20	24
Big room	Wood - Structure	%	16	99	71	30	24	10
Bigroom offset	Wood - Structure	%	16	99	72	33	22	11
Garage	Wood - Structure	%	16	99	72	35	12	
Garage entry	Wood - Structure	%	16	99	73	29	12	
Garage offset	Wood - Structure	%	16	99	71	33	11	
Hall 1	Wood - Structure	%	16	99	72	33	18	12
Hall 1 entry	Wood - Structure	%	16	99	73	34	22	11
Power room	Wood - Structure	%	16	99	73	31	26	12
Power room offset	Wood - Structure	%	16	99	72	34	22	11
Small room	Wood - Structure	%	16	99	71	30	23	10
Small room entry	Wood - Structure	%	16	99	73	31	21	12
Stairs	Wood - Steps	%	16	99	70	30	19	9
Stairs	Wood - Structure	%	16	99	72	28	20	10
Stairs entry	Wood - Structure	%	16	99	71	32	24	13