



Encircle Restoration of Toronto  
1120 Victoria Street North  
Toronto, ON, CAN  
226-338-1593

---

## Encircle Sample Report

**Claim ID****Date of Loss**

Apr 22, 2020

**Date Claim Created**

Apr 22, 2020

**Type of Loss**

Water

**Address**

159 North Lake Drive, Waterloo, Ontario

**Policyholder Name**

John Smith

**Policy Number**

P123456

**Policyholder Email**

johnsmith@gmail.com

**Policyholder Phone Number**

(226) 338-1593

**Emergency Estimate / Reserve**

\$10,000

**Repair Estimate / Reserve**

\$15,000

**Contents Estimate / Reserve**

\$2,500

---



## Report Details

Photos + videos, initial inspection, moisture readings, equipment logs, contents inventory, signed work forms

## Claim Summary

This risk is a two-story 3000 SF townhouse that is covered in brick and is well maintained.

The loss location is approximately 45 minutes from our shop during normal driving conditions however, there is construction in the travel route and we anticipate an additional 30 minutes of delays each way.

The home has sufficient power and the occupants are willing to live in the residence with the equipment running. The air conditioning unit is sufficient enough to provide cooling to the rest of the home to ensure that temperatures remain comfortable at 75 degrees F. Should the conditions get hotter than that additional air conditioning or the occupants leaving the structure will be required.

The homeowner has indicated that they would like their contents stored on-site in the garage and in portable storage containers.

If you have any questions or concerns, please do not hesitate to call our office.

# Table of Contents

<b>Pre-Arrival Customer Photos</b>	<b>4</b>
Overview Photos . . . . .	4
<b>Exterior</b>	<b>4</b>
Overview Photos . . . . .	4
<b>Cause Of Loss</b>	<b>5</b>
Overview Photos . . . . .	5
Untagged Room Notes (1) . . . . .	5
<b>Kitchen</b>	<b>5</b>
Overview Photos . . . . .	5
Overview Videos . . . . .	6
<b>Living Room</b>	<b>7</b>
Overview Photos . . . . .	7
Overview Videos . . . . .	8
Untagged Room Notes (4) . . . . .	8
<b>Basement</b>	<b>10</b>
Overview Photos . . . . .	10
<b>Main Stairs</b>	<b>10</b>
Overview Photos . . . . .	10
<b>Laundry Room</b>	<b>11</b>
Overview Photos . . . . .	11
<b>Bedroom</b>	<b>11</b>
Overview Photos . . . . .	11
<b>Bathroom</b>	<b>12</b>
Overview Photos . . . . .	12

## Attachments

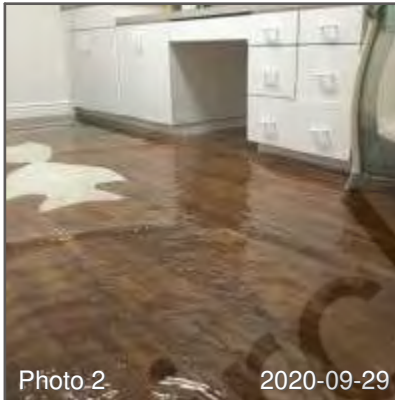
1. Moisture\_Full\_Report\_-\_CL89964-9\_-\_001-102121.pdf
2. Moisture\_Equipment\_Report\_-\_CL89964-9\_-\_001-102121.pdf
3. Mitigation Scope 2.0 - kitchen
4. Work Authorization - Encircle Restoration
5. Encircle Health Consent - Job 101 - Encircle Restoration

---

## Pre-Arrival Customer Photos

---

### OVERVIEW PHOTOS: Pre-Arrival Customer Photos

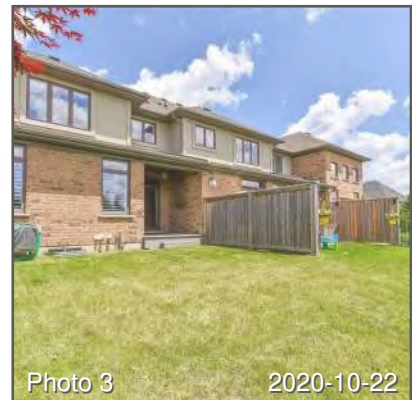
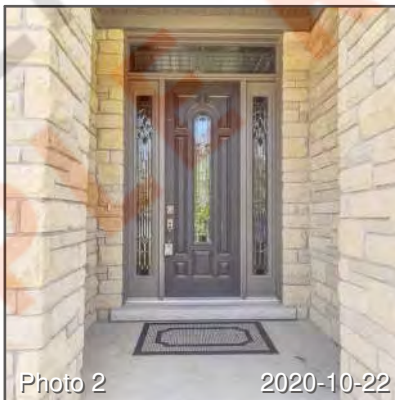


---

## Exterior

---

### OVERVIEW PHOTOS: Exterior





---

## Cause Of Loss

---

### OVERVIEW PHOTOS: Cause Of Loss



### Cause Of Loss

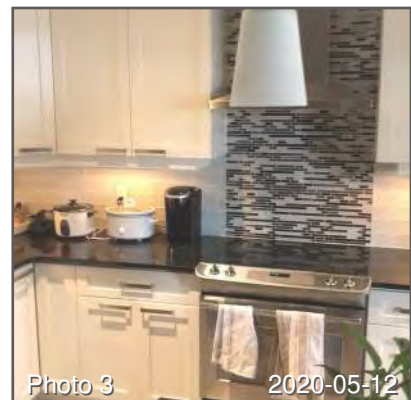
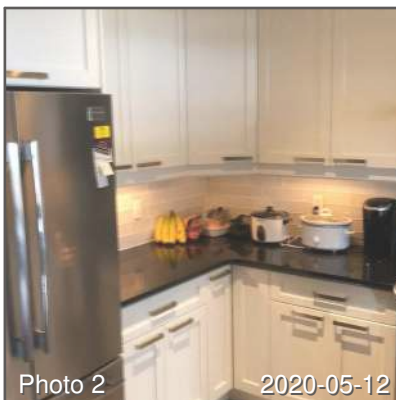
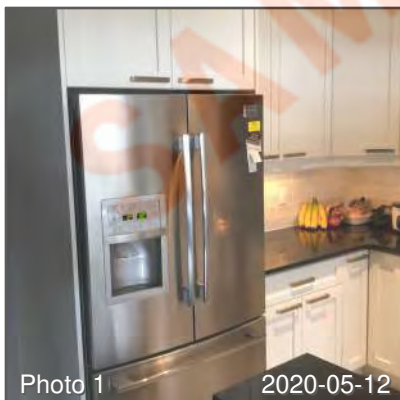
Cause of loss was determined to be a faulty water heater in the basement of the client's home. Upon arrival water the heater was continuing to rapidly expel water onto the basement floor saturating the immediate surrounding area.

---

## Kitchen

---

### OVERVIEW PHOTOS: Kitchen



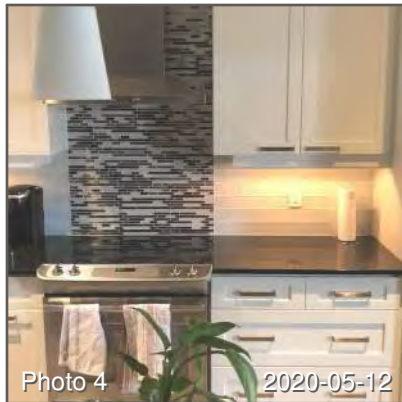


Photo 4

2020-05-12

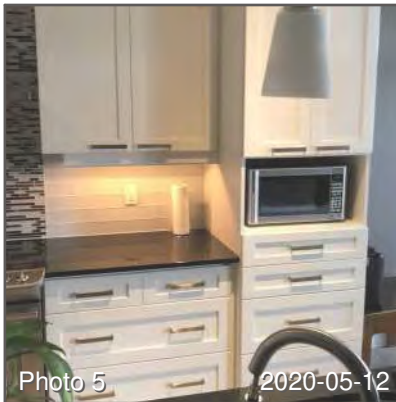


Photo 5

2020-05-12

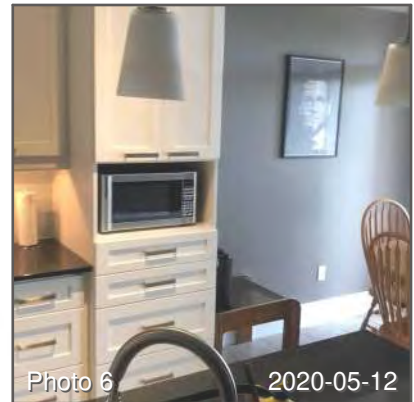


Photo 6

2020-05-12

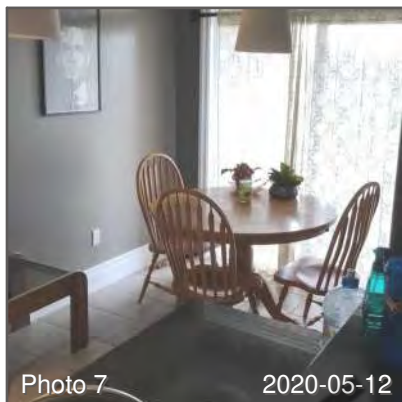


Photo 7

2020-05-12

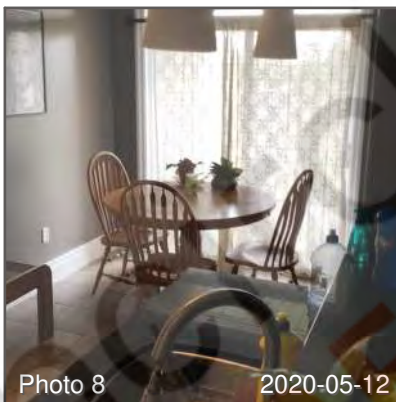


Photo 8

2020-05-12

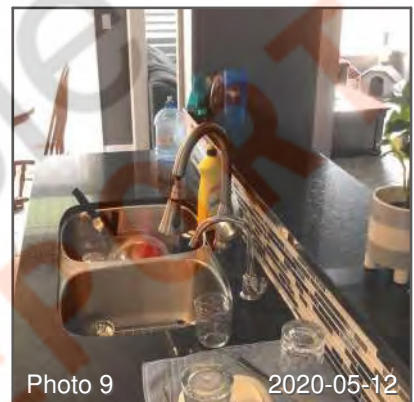


Photo 9

2020-05-12

## OVERVIEW VIDEOS: Kitchen



2020-05-12

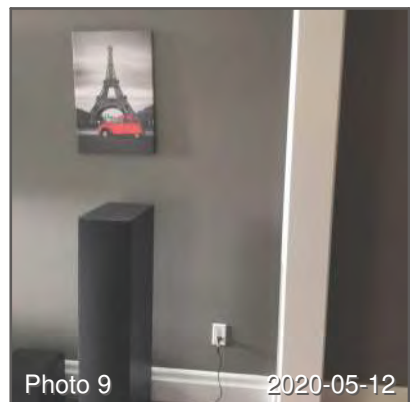
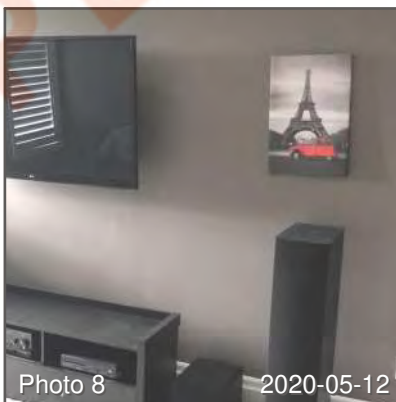
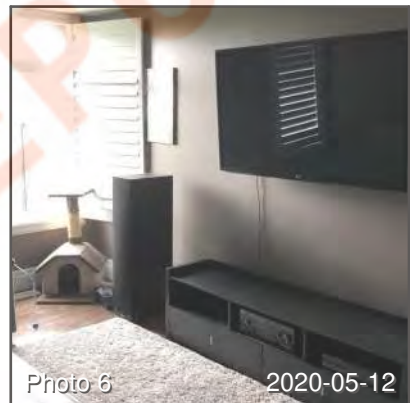
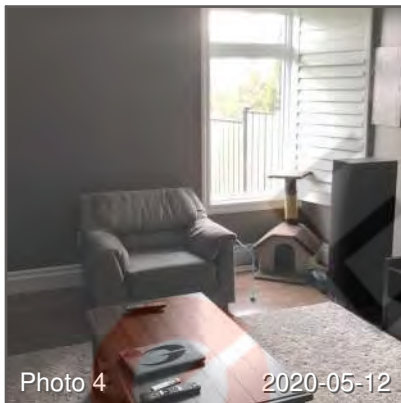
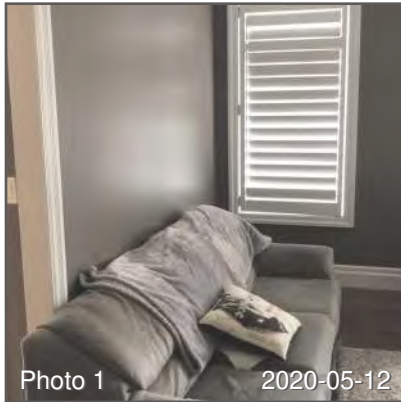


---

## Living Room

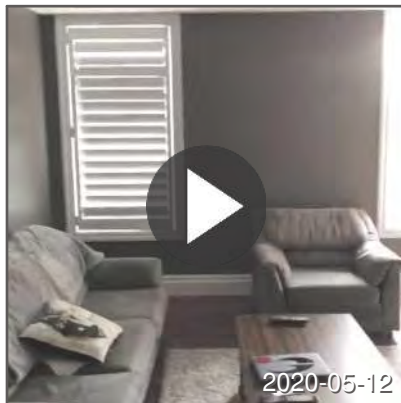
---

### OVERVIEW PHOTOS: Living Room

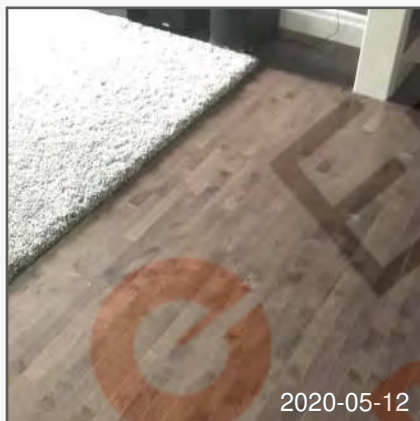


---

## OVERVIEW VIDEOS: Living Room

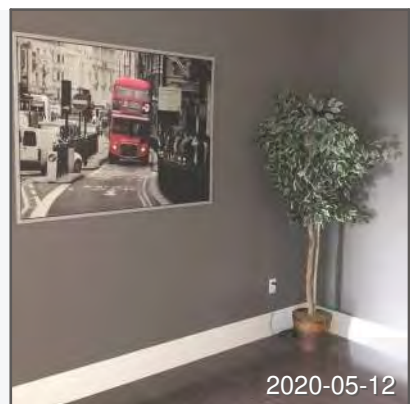
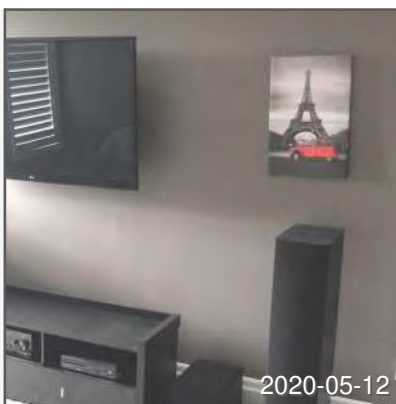
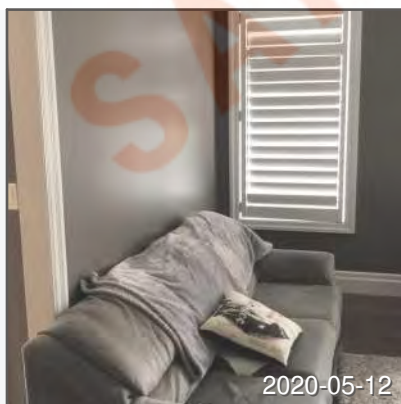


### Preexisting damage to floor



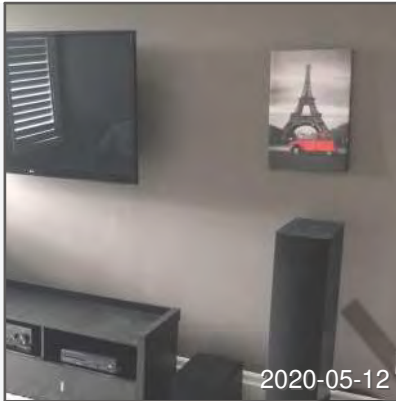
Initial walkthrough noted significant scratching/wear and tear on living room hardwood floor. Damage featured in attached picture.

### Before

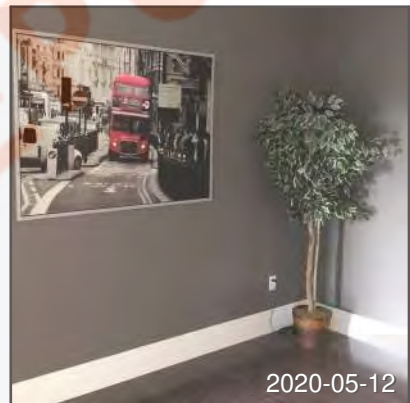




## During



## After

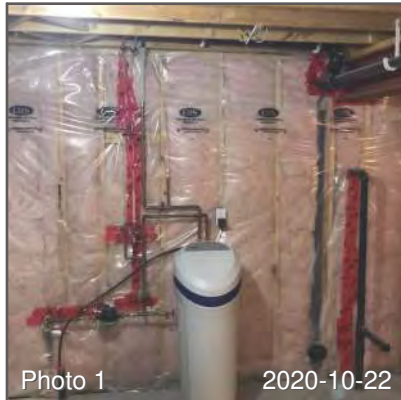


---

## Basement

---

### OVERVIEW PHOTOS: Basement

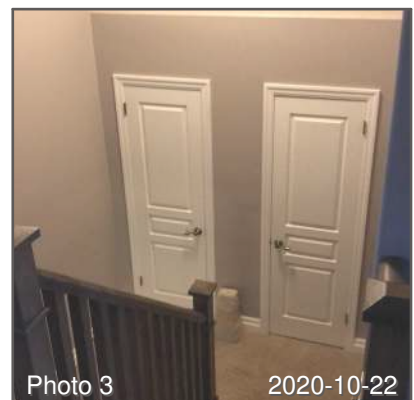
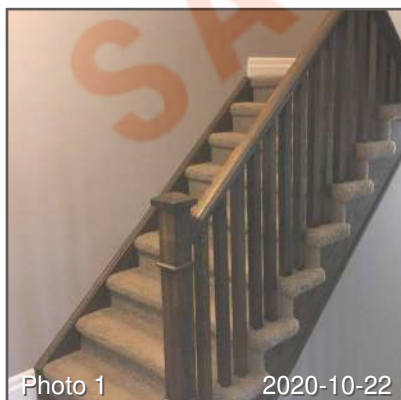


---

## Main Stairs

---

### OVERVIEW PHOTOS: Main Stairs

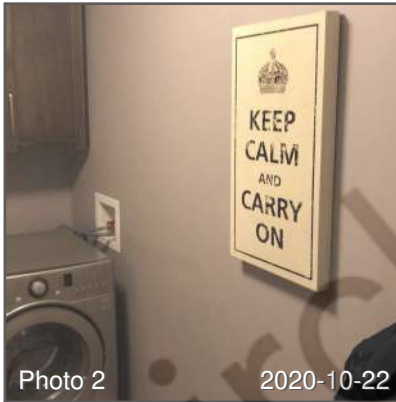


---

## Laundry Room

---

### OVERVIEW PHOTOS: Laundry Room



---

## Bedroom

---

### OVERVIEW PHOTOS: Bedroom



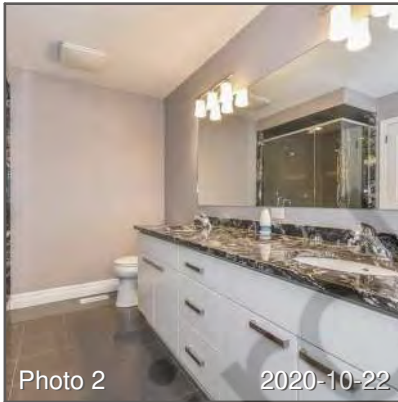


---

## Bathroom

---

### OVERVIEW PHOTOS: Bathroom



## Policyholder

Name	Phone Number	Address
Mrs. Jane Jones	--	74 Strongberg Drive, Winnipeg, MB, Canada

## Claim Details

Carrier Identifier	Contractor Identifier	Assignment Identifier
CL89964-9	001-102121	--
Project Manager	Date of Loss	Date Claim Created
--	Oct 21, 2021	Oct 27, 2021
Insurance Company	Adjuster	Policy Number
Allstate	--	1136JH97
Source of Loss	Initial Category of Water	
Broken supply line	Category 1	

## Calculations


### Dehumidifier Calculator



Atmosphere	Class of Water	Atmosphere Volume	Recommended AHAM Pints/Day
Main Floor	Class 2	3856 ft³	145 pints/day

### Air Mover Calculator

Area	Floor	Ceiling	Walls	Insets or Offsets	Recommended
Kitchen	150 ft²	0 ft²	0 ft²	2	6 air movers
Dining Room	0 ft²	0 ft²	0 ft²	0	4 air movers

## Exterior


#	Time	Relative Humidity	Specific Humidity	Air Temperature	Notes & Photos
1	Nov 2, 3:33 PM	36%	39.1 gpp	70°F	Back yard 

#	Time	Relative Humidity	Specific Humidity	Air Temperature	Notes & Photos
2	Nov 3, 3:30 PM	35%	35.5 gpp	68°F	
3	Nov 4, 4:45 PM	34%	36.9 gpp	70°F	

## Unaffected Area Readings

#	Time	Room	Relative Humidity	Specific Humidity	Air Temperature	Notes & Photos
1	Nov 2, 3:34 PM	Bedroom - Master	38%	45.8 gpp	73°F	
2	Nov 3, 3:32 PM	Bedroom - Master	37%	44.5 gpp	73°F	



#	Time	Room	Relative Humidity	Specific Humidity	Air Temperature	Notes & Photos
3	Nov 4, 4:46 PM	Bedroom - Master	34%	42.3 gpp	74°F	

### Unaffected Area HVAC Readings

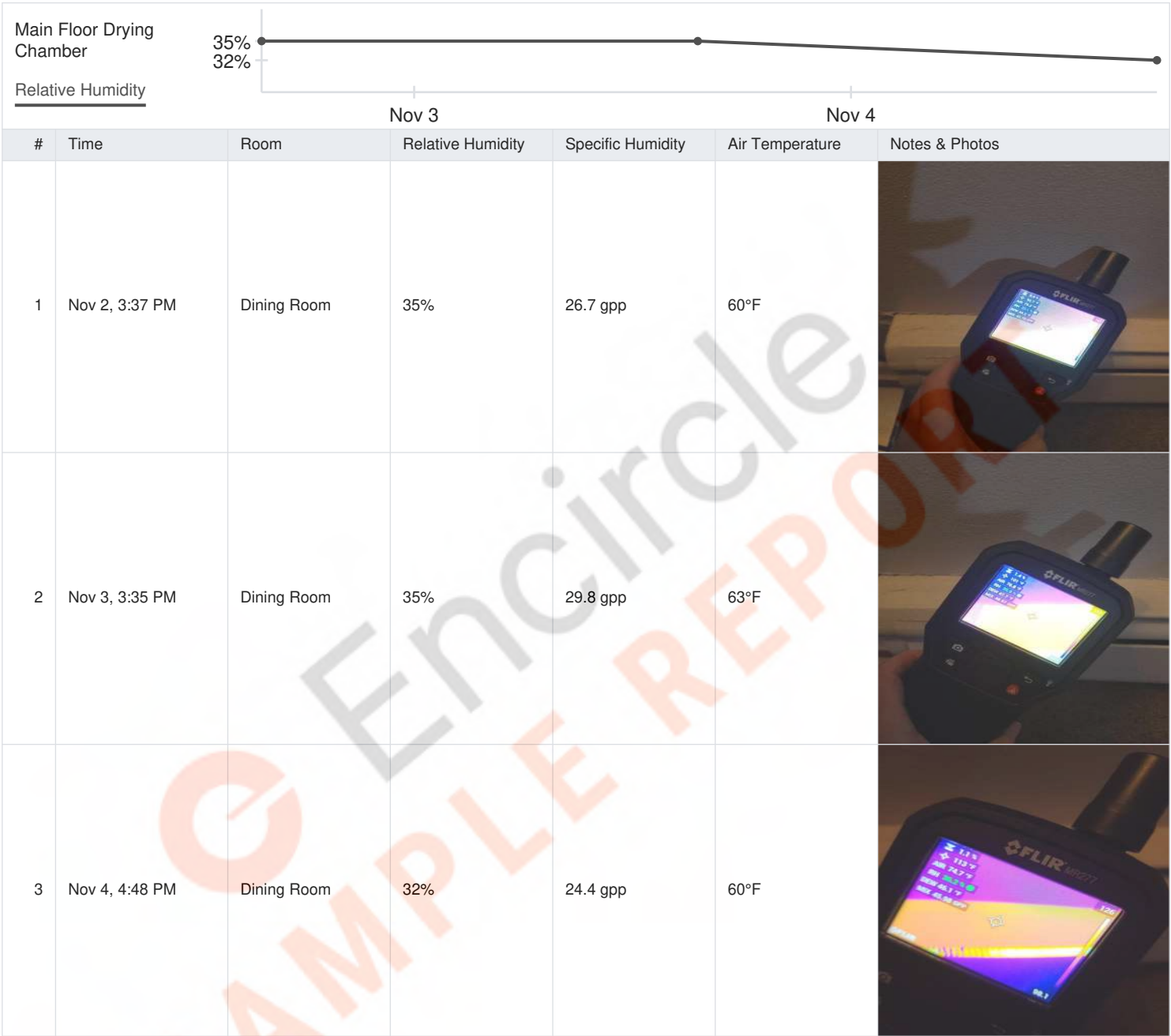
#	Time	Room	Relative Humidity	Specific Humidity	Air Temperature	Notes & Photos
1	Nov 2, 3:35 PM	Bedroom - Master	38%	29.1 gpp	60°F	
2	Nov 3, 3:32 PM	Bedroom - Master	35%	26.7 gpp	60°F	
3	Nov 4, 4:46 PM	Exterior	34%	26 gpp	60°F	
4	Nov 4, 5:14 PM	Bedroom - Master	38%	29.1 gpp	60°F	

# Drying Chamber: Main Floor

## Affected Area Readings

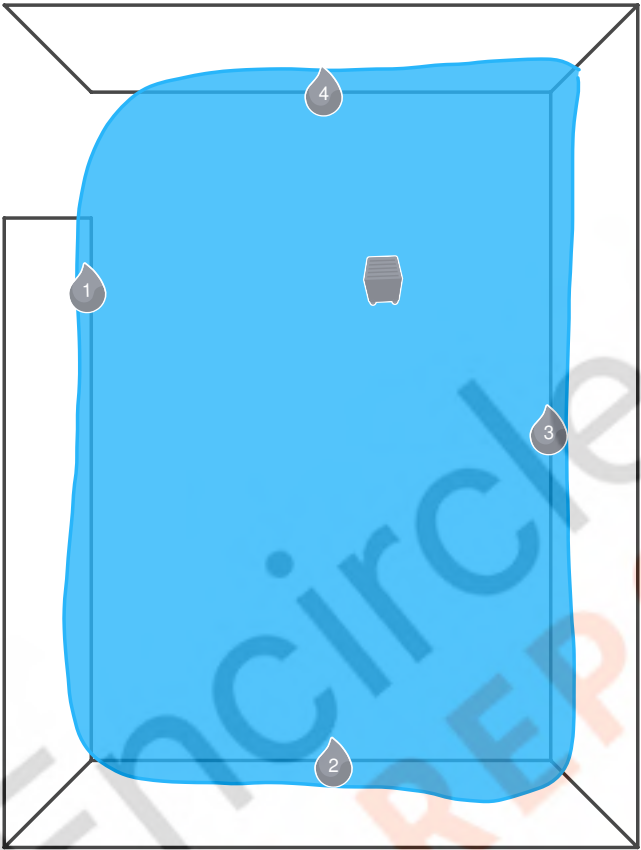


Affected Area HVAC Readings





Affected Area: Kitchen

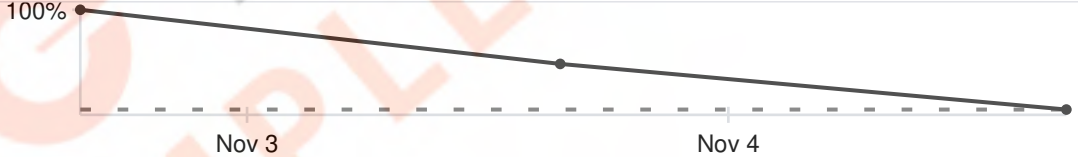



Point 1: Moisture Point 1

1: Drywall

Flir 100%

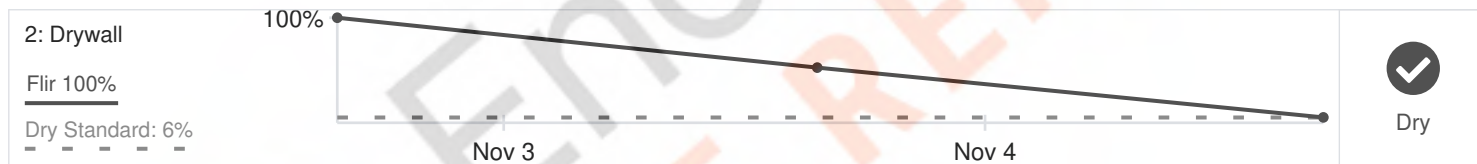
Dry Standard: 6%




#	Time	Meter	Moisture Content	Surface Temperature	Notes & Photos
1	Nov 2, 3:41 PM	Flir 100%	100%		

#	Time	Meter	Moisture Content	Surface Temperature	Notes & Photos
2	Nov 3, 3:37 PM	Flir 100%	49%		
3	Nov 4, 4:51 PM	Flir 100%	6%		

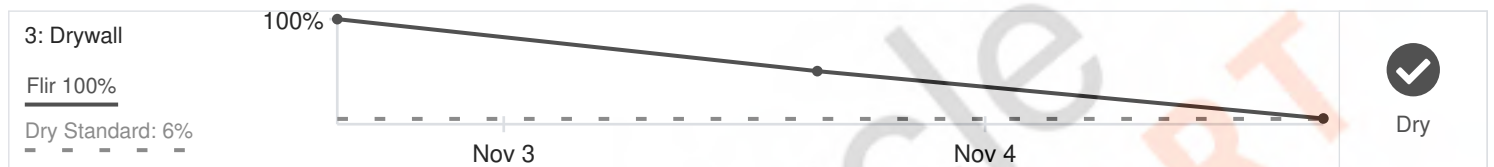
Point 2: Moisture Point 2






#	Time	Meter	Moisture Content	Surface Temperature	Notes & Photos
1	Nov 2, 3:42 PM	Flir 100%	100%		
2	Nov 3, 3:38 PM	Flir 100%	53%		

#	Time	Meter	Moisture Content	Surface Temperature	Notes & Photos
3	Nov 4, 4:52 PM	Flir 100%	6.1%		

Point 3: Moisture Point 3



#	Time	Meter	Moisture Content	Surface Temperature	Notes & Photos
1	Nov 2, 3:42 PM	Flir 100%	100%		
2	Nov 3, 3:38 PM	Flir 100%	51%		
3	Nov 4, 4:51 PM	Flir 100%	6.4%		



Point 4: Moisture Point 4

4: Drywall

Flir 100%

Dry Standard: 6%



#	Time	Meter	Moisture Content	Surface Temperature	Notes & Photos
1	Nov 2, 3:43 PM	Flir 100%	100%		
2	Nov 3, 3:38 PM	Flir 100%	50%		
3	Nov 4, 4:52 PM	Flir 100%	6.2%		

Equipment List: Kitchen

Dehumidifier: XPower XD-85L (DH-001)

Placed	Removed	Power	Energy usage	Days on site
Nov 2, 3:01 PM	Nov 4, 5:27 PM	0.77 kW	38.87 kWh	3 days



#	Time	Relative Humidity	Specific Humidity	Air Temperature	Grain Depression	Hours Running	Notes & Photos
1	Nov 2, 3:54 PM	20%	48.9 gpp	95°F	12 gpp	0.50 hrs	 
2	Nov 3, 3:41 PM	17%	42.8 gpp	96°F	-13 gpp	24.50 hrs	 

#	Time	Relative Humidity	Specific Humidity	Air Temperature	Grain Depression	Hours Running	Notes & Photos
3	Nov 4, 4:54 PM	7%	17 gpp	95°F	7 gpp	72.50 hrs	 

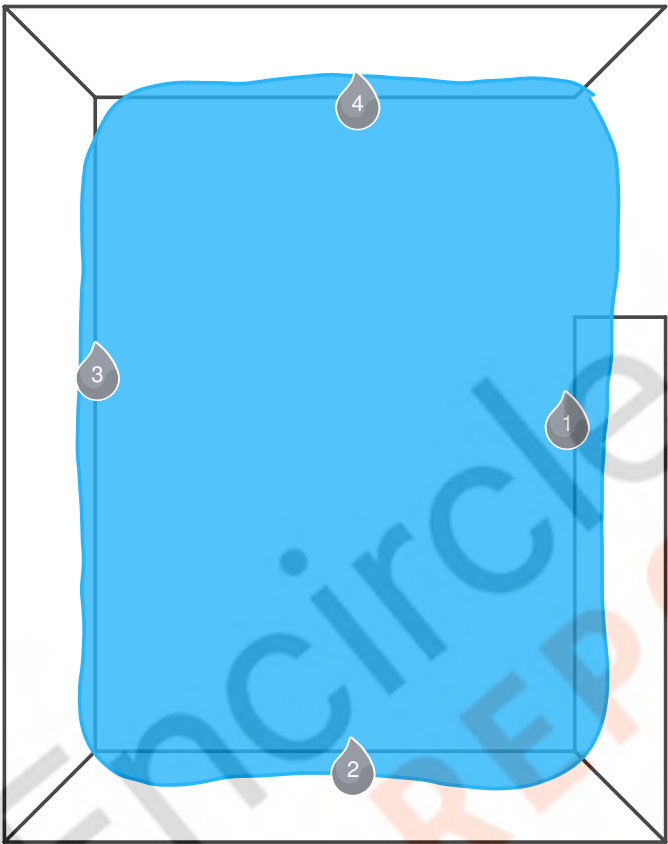
### Dehumidifier: XPower XD-85L (DH-001)

Placed	Removed	Power	Energy usage	Days on site
Nov 2, 3:01 PM	Nov 3, 8:48 PM	0.77 kW	22.96 kWh	2 days

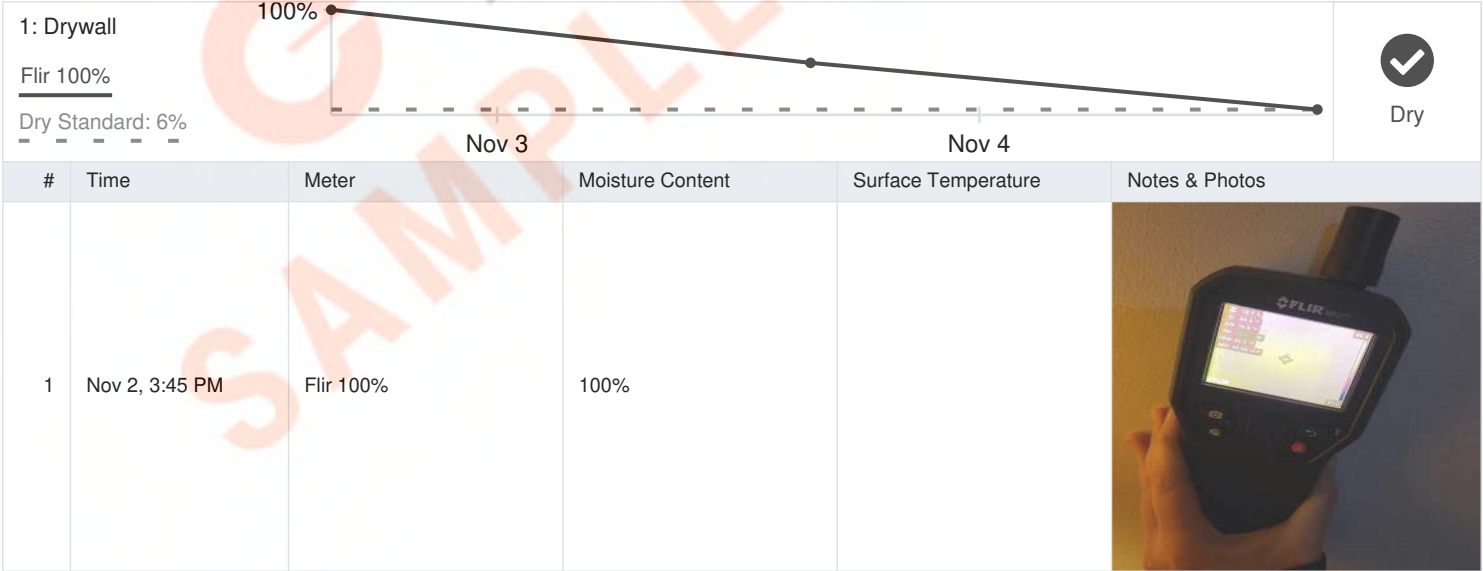
**Air Movers:** Kitchen

Name	Placed	Removed	Energy usage	Days on site
Xpower X400 (AM-001)	Nov 2, 3:03 PM	Nov 4, 5:27 PM	17.39 kWh	3 days
Drieaz Velo Low Profile (AM-026)	Nov 2, 3:03 PM	Nov 4, 5:27 PM	11.02 kWh	3 days
Drieaz Sahara Pro (AM-021)	Nov 2, 3:03 PM	Nov 4, 5:27 PM	27.25 kWh	3 days
Xpower X400 (AM-009)	Nov 2, 3:03 PM	Nov 4, 5:27 PM	17.39 kWh	3 days
Xpower X400 (AM-008)	Nov 2, 3:03 PM	Nov 4, 5:27 PM	17.39 kWh	3 days
Xpower X400 (AM-002)	Nov 2, 3:03 PM	Nov 4, 5:27 PM	17.39 kWh	3 days

Affected Area: Dining Room



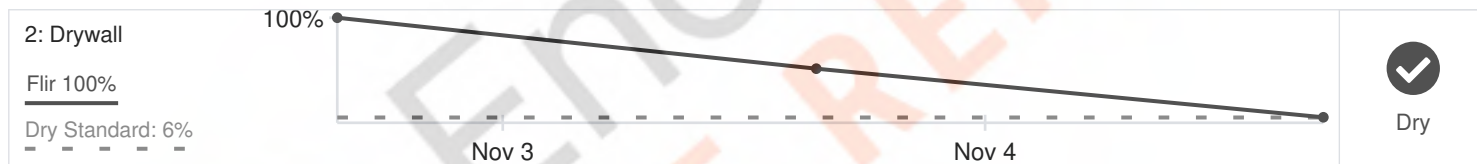
Point 1: Moisture Point 1






#	Time	Meter	Moisture Content	Surface Temperature	Notes & Photos
2	Nov 3, 3:36 PM	Flir 100%	50%		
3	Nov 4, 4:49 PM	Flir 100%	6%		

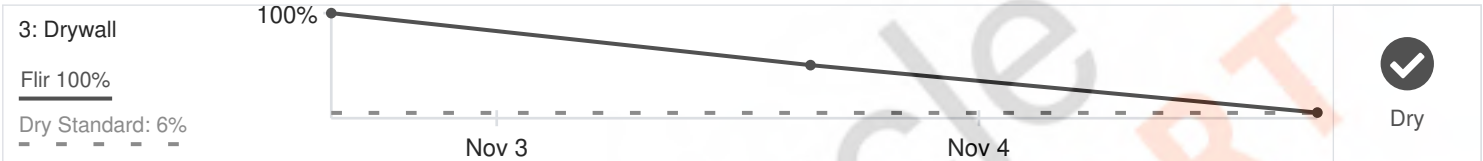
Point 2: Moisture Point 2



#	Time	Meter	Moisture Content	Surface Temperature	Notes & Photos
1	Nov 2, 3:46 PM	Flir 100%	100%		
2	Nov 3, 3:36 PM	Flir 100%	52%		

#	Time	Meter	Moisture Content	Surface Temperature	Notes & Photos
3	Nov 4, 4:49 PM	Flir 100%	6.2%		

Point 3: Moisture Point 3



#	Time	Meter	Moisture Content	Surface Temperature	Notes & Photos
1	Nov 2, 3:46 PM	Flir 100%	100%		
2	Nov 3, 3:37 PM	Flir 100%	51%		
3	Nov 4, 4:50 PM	Flir 100%	6.3%		

Point 4: Moisture Point 4



Equipment List: Dining Room

Dehumidifier: Drieaz Evolution (DH-015)

Placed

Nov 2, 3:02 PM

Removed

Nov 4, 5:27 PM

Power

0.57 kW

Energy usage

29 kWh

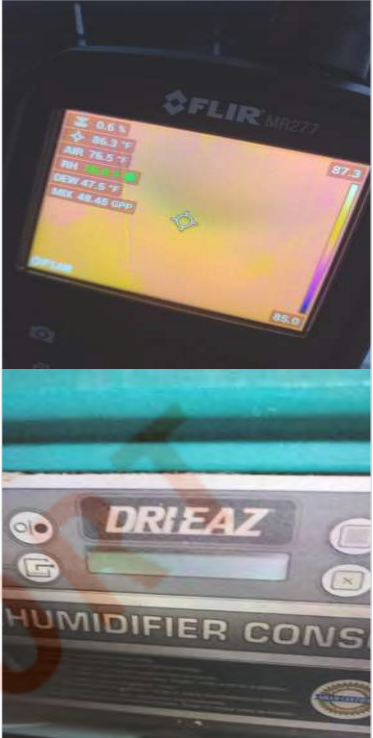
Days on site

3 days



#	Time	Relative Humidity	Specific Humidity	Air Temperature	Grain Depression	Hours Running	Notes & Photos
1	Nov 2, 3:54 PM	20%	48.9 gpp	95°F	12 gpp	0.50 hrs	 
2	Nov 3, 3:42 PM	15%	36.6 gpp	95°F	-7 gpp	24.50 hrs	 



#	Time	Relative Humidity	Specific Humidity	Air Temperature	Grain Depression	Hours Running	Notes & Photos
3	Nov 4, 4:54 PM	7%	17 gpp	95°F	7 gpp	72.50 hrs	

Air Movers: Dining Room

Name	Placed	Removed	Energy usage	Days on site
DriEaz DriForce (12345)	Nov 2, 3:03 PM	Nov 4, 5:27 PM	27.83 kWh	3 days
Xpower X400 (AM-011)	Nov 2, 3:03 PM	Nov 4, 5:27 PM	17.39 kWh	3 days
Xpower X400 (AM-015)	Nov 2, 3:03 PM	Nov 4, 5:27 PM	17.39 kWh	3 days
Xpower X400 (AM-010)	Nov 2, 3:03 PM	Nov 4, 5:27 PM	17.39 kWh	3 days

Affected Area: Living Room

No readings

Equipment List: Living Room

None

## Policyholder

Name	Phone Number	Address
Mrs. Jane Jones	--	74 Strongberg Drive, Winnipeg, MB, Canada

## Claim Details

Carrier Identifier	Contractor Identifier	Assignment Identifier
CL89964-9	001-102121	--
Project Manager	Date of Loss	Date Claim Created
--	Oct 21, 2021	Oct 27, 2021
Insurance Company	Adjuster	Policy Number
Allstate	--	1136JH97
Source of Loss	Initial Category of Water	
Broken supply line	Category 1	

## Dehumidifier Calculator

Atmosphere	Class of Water	Atmosphere Volume	Recommended AHAM Pints/Day
Main Floor	Class 2	3856 ft <sup>3</sup>	145 pints/day

## Dehumidifiers

Atmosphere	Name	Placed	Removed	Energy usage	Days on site
Kitchen	XPower XD-85L (DH-001)	Nov 2, 3:01 PM	Nov 4, 5:27 PM	38.87 kWh	3 days
Dining Room	Drieaz Evolution (DH-015)	Nov 2, 3:02 PM	Nov 4, 5:27 PM	29 kWh	3 days
Kitchen	XPower XD-85L (DH-001)	Nov 2, 3:01 PM	Nov 3, 8:48 PM	22.96 kWh	2 days
Dehumidifier Total				90.82 kWh	8 days

## Air Mover Calculator

Area	Floor	Ceiling	Walls	Insets or Offsets	Recommended
Kitchen	150 ft <sup>2</sup>	0 ft <sup>2</sup>	0 ft <sup>2</sup>	2	6 air movers
Dining Room	0 ft <sup>2</sup>	0 ft <sup>2</sup>	0 ft <sup>2</sup>	0	4 air movers

## Air Movers

Area	Name	Placed	Removed	Energy usage	Days on site
Kitchen	Xpower X400 (AM-001)	Nov 2, 3:03 PM	Nov 4, 5:27 PM	17.39 kWh	3 days
Dining Room	DriEaz DriForce (12345)	Nov 2, 3:03 PM	Nov 4, 5:27 PM	27.83 kWh	3 days
Dining Room	Xpower X400 (AM-011)	Nov 2, 3:03 PM	Nov 4, 5:27 PM	17.39 kWh	3 days
Dining Room	Xpower X400 (AM-015)	Nov 2, 3:03 PM	Nov 4, 5:27 PM	17.39 kWh	3 days
Dining Room	Xpower X400 (AM-010)	Nov 2, 3:03 PM	Nov 4, 5:27 PM	17.39 kWh	3 days
Kitchen	Drieaz Velo Low Profile (AM-026)	Nov 2, 3:03 PM	Nov 4, 5:27 PM	11.02 kWh	3 days
Kitchen	Drieaz Sahara Pro (AM-021)	Nov 2, 3:03 PM	Nov 4, 5:27 PM	27.25 kWh	3 days
Kitchen	Xpower X400 (AM-009)	Nov 2, 3:03 PM	Nov 4, 5:27 PM	17.39 kWh	3 days
Kitchen	Xpower X400 (AM-008)	Nov 2, 3:03 PM	Nov 4, 5:27 PM	17.39 kWh	3 days
Kitchen	Xpower X400 (AM-002)	Nov 2, 3:03 PM	Nov 4, 5:27 PM	17.39 kWh	3 days
Air Mover Total				187.84 kWh	30 days

## Air Scrubbers

Atmosphere	Name	Placed	Removed	Energy usage	Days on site
Air Scrubber Total				0 kWh	0 days



## Mitigation Scope

**Room: office**

**Date: April 22, 2020**

**Location: 159 Oak Park Drive, Waterloo, ON, Canada**

*Water*  
**Macro Set - H2O**

### Testing

ATP & Moisture Testing

Code	Operation	Action	QTY	Variable
001	Contamination - On-site ATP Testing - EA (WTR TESTATP)			

### PPE

Full & Half Face Respirators

Code	Operation	Action	QTY	Variable
007	Half Face Respirator (Per Day) - EA (WTR PPERH)		8	

### Site Protection

Walls, Containment & Ceiling

Code	Operation	Action	QTY	Variable
010	Mask & prep for pain - tape only - (Per LF) - LF (PNT MASKLFT)			
010	Containment barrier/airlock/chamber - SF (WTR BARR)			
010	Tension Post - Containment Post - DA (WTR BARRP)			

### Extraction

Category 2 Extraction

Code	Operation	Action	QTY	Variable
020	Water extraction from carpeted floor - Category 2 water - SF (WTR EXTG)		140	

### Tear Out/Detach Materials

#### Tear Out Insulation

Code	Operation	Action	QTY	Variable
105	Tear out and bag wet insulation - SF ( WTR INS)			

#### Tear Out Baseboard/Trim

Codes	Operation	Action	QTY	Variable
121	Tear out baseboard - after business hours - LF ( WTR BASEA)		200	

#### Cleaning

##### Carpet Cleaning

Code	Operation	Action	QTY	Variable
206	Clean and deodorize carpet - SF ( CLN FCC)		140	

#### Equipment

##### LGR Dehumidifiers

Code	Operation	Action	QTY	Variable
224	Dehumidifier (per 24 hour period) - No monitoring - EA ( WTR DHM)		4	

##### Injection Wall Drying

Code	Operation	Action	QTY	Variable
227	Wall cavity drying-Inj. type (per 24 hr period) No monit. - DA ( WTR WALL)			

##### Equipment Decontamination

Code	Operation	Action	QTY	Variable
232	Equipment decontamination charge - per piece of equipment - EA ( WTR EQD)		8	

#### Monitoring & Trade Labor

##### Trades & Supervision Labor

Code	Operation	Action	QTY	Variable
245	Electrician - per hour - HR ( LAB ELE)		2	





Encircle Restoration of Toronto  
1120 Victoria Street North  
Toronto, ON, CAN  
226-338-1593

## WORK AUTHORIZATION

Owner/Agent(s) \_\_\_\_\_ Insurance Company Allstate  
\_\_\_\_\_ Ryan Balcerzak \_\_\_\_\_  
Policy Number 101  
Property Address \_\_\_\_\_ Type of Loss Water  
\_\_\_\_\_ 100 Oak Park Drive, Waterloo, ON, Canada \_\_\_\_\_  
Date of Loss April 22, 2020

I/We, Ryan Balcerzak hereby authorize **COMPANY** to proceed with work at my property located at 100 Oak Park Drive, Waterloo, ON, Canada for work that was caused by Water and occurred on April 22, 2020.

### DIRECTION OF PAYMENT

A PAYMENT OR PARTIAL PAYMENT IS DUE UPON THE SIGNING OF THIS CONTRACT AND PRIOR TO COMPANY NAME HERE COMMENCING ANY EMERGENCY WORK. Customer consents to COMPANY NAME HERE to offer all emergency services to the residence(s) located at the address mentioned, relating to the loss occurring at the residence as provided herein, and agrees to compensate for all Work, whether or not reimbursed by insurance. Customer represents that they are able to approve the Emergency Work and to sign this Contract and, to Customer's awareness, if the Loss has insurance coverage, adequate coverage exists to provide quick payment for the Work.

Ryan \_\_\_\_\_ October 15, 2020  
Signature Date  
Ryan Balcerzak  
Print Name

Kyle \_\_\_\_\_ October 15, 2020  
COMPANY Date  
Kyle Klooster, Project Manager  
Print Name & Title



## Consent to obtain Health and Safety Information

The company would like to ensure that your family is protected during the restoration process. In order to help us create a plan of action for this emergency we must obtain some health and safety information.

Do you provide the company with your consent to ask you the following questions and use that data to organize a job plan?

I agree to provide the company this information.

Does anyone in the building have any known allergies?

Yes

List the allergies:

Pollen, dust, cleaning chemicals

Does anyone in the building have any sensitivity to chemicals?

Yes

List sensitivities:

Respiratory sensitivities, can be hard to breathe

Is there anyone in the structure under the age of 6 years old?

Yes

Is there anyone in the structure over the age of 65 years old?

Yes

Is there anyone in the structure with respiratory problems?

Yes

Is there anyone in the structure with an immune deficiency?

Yes

Please list any concerns you may have about our services or about your health:

Outdoor seasonal allergies made worse with open windows

Is there anyone in the structure that is under the care of a doctor?

Yes

Name of person(s) under care: Margarette Smith

Doctor Jones

(888) 123-4567

Doctor's Name

Telephone Number

The company has provided me with a Material Safety Data Sheet (MSDS) regarding the chemicals that may be used in my residence and I provide them my consent to use them as needed.

Yes

159 Oak Park Drive, Waterloo,  
ON, Canada

KB

MSDS Sheets Provided

Loss Location

Initials

Margarette Smith

Ryan Balcerzak

October 15, 2020

Property Owner

Name

Date