



## **Frequently asked questions when you have a water loss...**

**Q: What does Highland Construction use to dry my property?**

After the standing or pooling water has been extracted, the affected area will be contained and any materials that are believed to be not salvageable will be removed and the drying process will begin. Specialized high-speed industrial air movers and dehumidifiers are set up to facilitate the drying process and control the humidity and moisture levels in the air.

**Q: How long will it take to dry my property?**

Dry out will depend on the extent of the damage, how long the property has been exposed to water, and how much water was in the property. It usually takes, on average, 3 days to dry a property, however it is not uncommon for it to take longer. It is absolutely critical that the drying equipment be allowed to run day and night, without being cut off, during the drying process. The specialized equipment used is made to run continually and has been placed in a particular way that will help promote the drying process. Please do not move or turn any of the equipment off.

**Q: Is the equipment noisy?**

Yes. The equipment does make noise and some people find it disturbing while others find it to be a soothing background noise. The affects from the noise are different from person to person.

**Q: Does the equipment produce heat?**

Yes. The equipment does produce heat and this heat is by design and is part of the drying process. Hot Dry Air replaces the cooler damp air

**Q: Why does Highland Construction need to have access to my house?**

Once the water is extracted and the drying is in process, Highland Construction will need to monitor and record the moisture and humidity levels in the home. The progress will need to be checked and monitored regularly to make adjustments as needed.

**Q: Do I have to leave my property during the restoration?**

If your damage does not require extensive restoration or reconstruction, remaining in the home may be an option. Highland Construction aims to make your home as livable as possible during this process. The option to stay is up to the individual occupant providing that all utility services are able to remain active. The environment within the property likely will be noisy and hot and hazards such as unlevel floors may exist.

Residential & Commercial Restorations and Renovations

24/7 Emergency Mitigation Services, Fire, Water, and Storm Damage Repairs.

(910) 485-6738 • Toll Free 877-371-1641

Fayetteville – Wilmington

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Q: Can I open the doors and windows?

Most of the time the answer is no. Depending on the weather conditions you could stop or slow the drying progress. The best rule of thumb is to not open any windows or doors, turn off any fans, air conditioning, or heat without talking with Highland Construction first. We will set up the conditions of the property as needed to most efficiently dry your property.

Q: Will the drying equipment cause my electric bill to increase?

Most equipment is designed to be energy efficient. The estimated cost to run this equipment can be as little as \$1 to \$2 per day. It is normal and customary for the property owners, occupants or tenants to supply power for drying equipment and you may notice an increase in your power bill. TEAM Highland will not reimburse property owners, occupants or tenants for power usage during the drying process. If you seek to be reimbursed, please contact your insurance company.

Q: Are there any chemicals used that could be harmful to me or my pets?

The use of anti-microbial chemicals is common to reduce the possibility of microbial growth. It is wise to avoid exposure to any chemicals. Highland Construction typically uses chemicals that are safe for you and your family. Please ask us if you have any questions or concerns.

Q: Do I need to find a reconstruction contractor to do the repairs after the water restoration is done?

Highland Construction can handle your loss from start to finish. You don't need to worry about finding another contractor. Highland Construction has a team of qualified experienced professionals to do the reconstruction needed.

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Homeowner Signature

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Date

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