



# PARTNER HANDBOOK

**24 HOUR EMERGENCY SERVICES**

**RESIDENTIAL • COMMERCIAL • GOVERNMENT**

**BECAUSE DISASTERS DON'T WAIT**

(844) 979-8500

[UnitedRestorationFL.com](http://UnitedRestorationFL.com)

2520 N Powerline Rd Ste 304

Pompano Beach, FL 33069

24/7 Emergency Response • Dedicated Account Manager • Priority Response



“I have had the opportunity to witness firsthand the quality, immediacy and thoroughness of United Restoration’s services, as well as their honesty and commitment to an unwavering standard of industry professionalism and practices.”

David Smith  
Facilities Maintenance & Project Manager

Since 2006, property managers, facilities personnel, and property owners alike have trusted United Restoration to rebuild lives, homes, and businesses. Through diligence, transparency, and skill, we pride ourselves in not just restoring properties after a disaster, but peace of mind.

United Restoration understands exactly what commercial and residential property managers are looking for in a partner for disaster restoration services. United Restoration is prepared to provide unmatched quality of services for years to come. We thank you for considering United Restoration as your partner in disaster restoration.

With gratitude,

Jordan Cohen  
Director of Business Development



WATER DAMAGE  
RESTORATION

MOLD REMEDIATION

FIRE & SMOKE  
RESTORATION

TRAUMA SCENE  
CLEANUP

BIOHAZARD SERVICES

RESTORATION  
CONSULTING

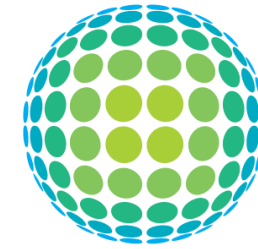
## YOUR PARTNER IN DISASTER RESTORATION

United Restoration is qualified to restore your properties to rigorous IICRC standards, and is here to be your partner for all commercial and residential property restoration needs.

### All United Restoration Partners receive:

- 24/7 Emergency Response
- Dedicated Account Manager
- Priority Response

Choosing United Restoration as your recovery partner will give your business immediate access to our team of experienced professionals and recovery technicians, delivering effective and efficient solutions to your business, 24/7.



**IICRC**<sup>®</sup>  
Institute of Inspection Cleaning  
and Restoration Certification

**Emergency Response  
Line:**

(844) 979-8500

24/7/365 Response

# NSU

## Florida

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NOVA SOUTHEASTERN  
UNIVERSITY

“United Restoration has demonstrated a high level of integrity, and comprehension with respect to providing emergency services to our university.”

Fred Wilson  
Health & Safety Program Manager

## QUALIFICATIONS OF THE FIRM

Privately owned and operated by Rafael Cohen and his wife Lisa, United Restoration has grown to become Florida's leading family-owned disaster restoration and biohazard cleanup company since its inception in 2006.

United Restoration is one of the only companies in the state running a non-franchised – solely company owned – operation, which allows for consistent quality and accountability that is unmatched by any other disaster restoration firm in Florida.

We are prepared to meet partner scheduling needs and liaise between facility managers and maintenance personnel. United Restoration is committed to providing partners with honest, transparent, immediate, and effective services – with due consideration for value and fair pricing.



There is no better management team than Rafael and Lisa Cohen. The trust that they have earned from partners is a product of years of hard work and dedication in learning how to best serve clients.

United Restoration is family-owned and operated, and our clients appreciate the value that comes with dealing with a management duo like Rafael and Lisa. They are grateful for the opportunity to be considered for your partnership.

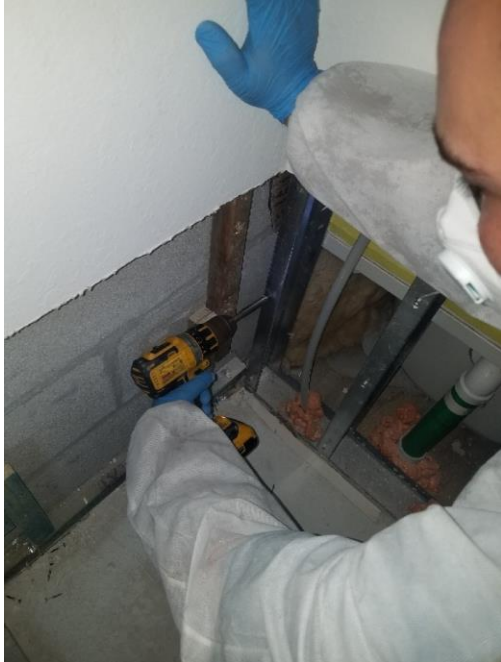
IICRC Certified/Training:  
Water Damage  
Restoration, Applied  
Microbial Remediation

NAERMC Certified and  
Trained Supervisors and  
Restoration Technicians

OSHA Safety Training

Cloud-based Mobile App  
Documentation and  
Record Keeping Software

Xactimate Estimating





...giving *every child* a place to belong

“Any large organization requiring a firm that they can depend on for water damage, mold remediation or any other similar property damage emergency in South Florida should feel confident that United Restoration will deliver quality restoration services, day or night.”

Sarah Franco  
Executive Director



## DISPATCHING UNITED RESTORATION'S EMERGENCY RESPONSE TEAM

When services are needed, call United Restoration's 24/7 **Emergency Response Line:** (844)-979-8500

1. You will be immediately connected to the designated on-call Priority Response Supervisor.
2. Basic information will be asked to determine the nature of the request, what type of response is required, how many crews are needed, and what type of emergency equipment vehicle/s to dispatch.
3. United Restoration will immediately dispatch the team and assign a Field Supervisor (based on live-GPS coordinates; whoever is closest to the job location will be directed to respond).
4. The Account Manager will create a project name in the company's cloud, which will allow the office and field technicians to relay information, documents, photographs and any other messages between one another in real-time, and share such information with our partners.



5. The Field Supervisor will assess and determine the protocol for mitigating and remediating the situation, assess any immediate safety concerns that need to be addressed, obtain work authorization from on-site partner personnel, and begin initial cleanup.

6. During this time, the team will document the project with photographs, notes, and any other necessary tools which will then be uploaded to United Restoration's mobile app; the Account Manager will have access to this information immediately and can relay it to appropriate Partner personnel.

7. Once the initial cleanup is complete, United Restoration will communicate with Partner personnel regarding the next steps, place safety warnings wherever necessary, and maintain contact with the appropriate contact to restore the affected areas as per IICRC standards. The Field Supervisor will visit the job site daily to record indoor air quality levels and ensure that the machines are running properly and effectively remediating the affected areas.

8. Once cleanup is complete, the Account Manager will contact Partner to ensure that all the expectations have been met, appropriate sampling/testing will be conducted, and a bill will be sent to Partner.

United Restoration's staff and equipment are available 24/7/365 to respond to any of a Partner's needs. United Restoration's Emergency Response Team, standing by 24/7, is prepared for dispatch with a minimum of 8 crews on call each night.

