



What Every Real Estate Agent Needs To Know About Water Damage & How To Handle It

Professional Tips | Common Mistakes | Planning



Setting The Benchmark For Service Excellence



Over 15,000 Properties Are Hit With Water Damage Each Year In SE Queensland

That's a huge amount of people left to deal with stressful (and costly) situations each year!

Often times these people are homeowners who want to keep their property safe, dry and valuable. But, **water damage restoration is dangerous and people often don't know what to do or who to call in the event of an emergency.**

Reztor Restoration was created to meet the local need for quick, reliable and professional water damage restoration services. We offer emergency 24/7 response services and turn-key water damage restoration solutions to ensure our customers are never left alone to deal with a disaster.

We are a human-first company, meaning we tackle every situation with empathy, honesty and transparency. At Reztor Restoration, **we want to do everything possible to help the members of our community stay safe and thrive.**

That's why we created this handbook - to show real estate agents like you how to properly respond to water damage emergencies so your property, business and tenants remain safe and return to normality as quickly as possible.

There is never a convenient time for water damage to strike. But it's always a good time to prepare.

Sincerely,

Reztor Restoration

This Guide Will Help You:

- ✓ **Avoid the most common mistakes real estate agents make** regarding water damage and water emergencies
- ✓ **Best prepare** yourself (and your tenants) for **emergencies**
- ✓ **Drastically reduce secondary damage** after a water emergency
- ✓ **Protect your investment** from disaster even if you're not available to respond during an emergency situation
- ✓ **Decrease liability** for health & safety concerns associated with water damage/emergencies

Note: This handbook is not designed to teach “DIY” water damage repair

This handbook is designed to help you better understand water damage, where it comes from, how it affects your investment properties and how to best respond & prepare for it.







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Can we help you?

If you would like to make an appointment or talk to a member of our team about any elements of this handbook please contact us via:

 1800 739 867

 [reztor.com.au](https://www.reztor.com.au)

 admin@reztor.com.au



Understanding Water Damage

No Matter What Type Of Property You Own, You're At Risk

Water damage doesn't discriminate. Even if you consistently update and maintain your properties, there's always a chance something can go wrong.

Water damage claims compared to other domestic property claims



Source: Chubb Insurance comparing cost of claims from various causes over the last six years (2013 - 2018) excluding natural disaster catastrophe events.

Here are the most common causes for water damage and water emergencies:

- 1 Flash flooding from raining or other natural disasters
- 2 Burst flexi hoses
- 3 Leaks or bursts due to broken, frozen, corroded, or improperly installed water pipes
- 4 Toilet, tub, and/or sink overflow
- 5 Blocked gutters
- 6 Blocked drains
- 7 Interior or exterior drain blockage
- 8 Sewage backflow
- 9 Roof leaks
- 10 Appliances (washing machine, refrigerator, dishwasher)
- 11 Sprinkler system malfunction

As a real estate agent, it's important to remember that a **water damage emergency is only ever one moment away.**

The leading causes of water damage in Australian homes

The four leading causes of water damage in Australian homes are:



Burst flexi hoses

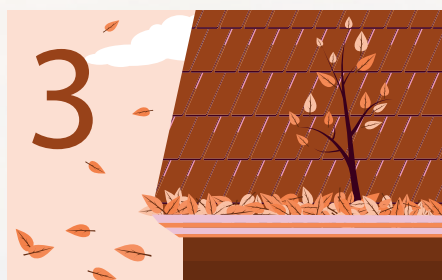
A flexi hose is a plastic tube with steel braid around it. As these hoses are pressurised, a failure of the hose can result in a significant amount of water suddenly entering the home which can result in lengthy and expensive repairs.

Flexi hoses are often used on mixer taps, toilets, washing machines and dishwashers. Plumbed fridges and water filters also use flexi hoses. Flexi hoses usually burst because they were damaged during installation, or may have suffered wear and tear, or household chemicals and cleaning agents have been stored nearby and have corroded the hose prematurely. The typical manufacturer's warranty is 10 years so replacement should take place within this time by a licensed plumber.



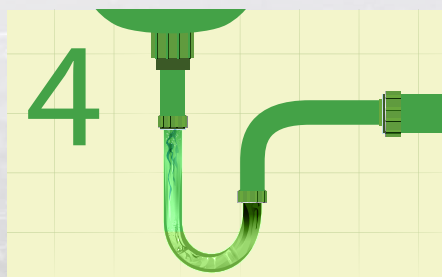
Water damage by appliances

Damage caused by water escaping from household appliances is also a common issue in homes. Overflowing sinks, faulty washing machines and dishwashers can cause serious damage to carpets and other household contents.



Blocked gutters

During heavy rainfall, problems occur due to blocked eaves and drain pipes which then back up and overflow down internal walls and cause water damage.



Blocked drains

Blocked drains often occur after heavy rain or from tree roots or items like paper towels blocking drains. The result can be sewerage and storm water causing damage within the property.

Source: Chubb Insurance comparing cost of claims from various causes over the last six years (2013 - 2018) excluding natural disaster catastrophe events.

Avoid This
Common Mistake:
**Delaying the
restoration process**

Water Damage Happens Fast

Without proper preparation and immediate response, a water emergency can quickly turn into a disaster.

Water is a destructive force that will seep into every crack and crevice it can find, continuing to damage your property with every passing hour. **It is crucial to react to water exposure within the first 24-48 hours.**

When water is left unattended or isn't properly addressed, severe secondary damage can occur. No matter where the water came from or how seemingly little of it there may be, **it won't dry by itself and can pose a threat to your property.**

A common misconception about water damage is that once the source of the water is stopped and you can no longer see (or feel) the water, the damage is stopped as well. Unfortunately, that isn't always true.

You might think that your carpet, walls or floor are dry because they feel dry to the touch, but there is likely still moisture trapped below the surface.

Water can get in hard-to-reach-places like behind trim and baseboards, under carpet, or even in walls and inside your insulation. Unseen moisture and water will cause structural damage if not properly dealt with. Plus, health-threatening mould, mildew and bacteria will begin to grow within 24-48 hours of water exposure due to increased moisture levels.

That's why **if you can't guarantee that every drop of water was eliminated** (including from your walls and flooring), and that moisture levels in your property's structure are normal - **your property is at risk!**

See just how quickly water can damage your property

Within The First Hour Of Water Exposure or Flooding

Water Damage

- Water seeps into your property's walls, skirting boards, floors, carpets, underlay, furniture, appliances, and tenants belongings, quickly becoming saturated with water
- Carpets may begin to show the early signs of water staining, or worse yet, furniture and timber legs can bleed dyes into your carpet causing permanent staining -meaning costly repairs in the future
- Your tenants' important papers, books, boxes, and (potentially irreplaceable) photographs become drenched and begin to reflect the water damage



24 Hours After Initial Water Exposure or Flooding

Water Damage

- Bad odours start to take over water damaged areas
- Many appliances have become exposed to water, requiring replacement
- Your walls begin to warp and swell like balloons
- Skirting boards begin to warp as the water soaks and swells the material
- Dyes begin to blur and run from your paper items onto carpets, walls or whatever surfaces they are in contact with
- Unattractive brown water stains appear on your property's wet carpets



24-48 Hours After The Initial Water Exposure or Flooding

Water Damage

- Early stages of destructive and potentially health-threatening mould growth
- Improper water damage restoration will lead to dangerous microbial growth in as little as 24 hours- leaving you liable** for any health issues reported by your tenants
- Insulation becomes waterlogged and creates the perfect environment for mould to grow
- More severe odours within the property become undeniable
- Walls continue to swell and warp, potentially to levels requiring replacement
- Timber floors start showing signs of lippage (unevenness) while continuing to swell
- Carpets begin to release foul smells while becoming further stained and soaked
- Any painted surfaces in contact with water begin to blister and flake
- Most, if not all, appliances REQUIRE replacement at this point
- Any metal surfaces in contact with water begins to corrode- potentially leading to toxic levels of copper, lead, or heavy metals in the floodwater
- Copper pipes and/or plumbing lines may corrode (especially if they were improperly installed), causing them to break or fail



48 to 72 Hours After Initial Water Exposure or Flooding

Water Damage

- The mould and bacterial growth in the property is now a very significant concern. No one should be allowed within the affected area (especially without wearing personal protective equipment), we strongly suggest that only professionals be allowed on site.
- HVAC systems may be infested with mould and bacterial growth and should not be turned on without professional inspection
- Odours are so severe you may find them unbearable
- Carpets are now heavily water-stained, have an intense odour, and begin to delaminate which makes restoration much less likely
- Unfortunately, Timber flooring and timber furniture are most likely not able to be saved at this stage
- Metal surfaces in contact with water continue to pose health issues, and any iron or copper pipes continue to be at risk of extreme corrosion
- Many of your tenants household items (that might have been salvageable a few hours prior) are now beyond repair and little to no hope remains for any furniture in the property



72 Hours And Beyond After Water Exposure Or Flooding

Water Damage

- At this point, the environment within your investment property is most likely hazardous and NO ONE should be on the property
- Mould growth and bacterial contaminants may pose severe health threats for anyone on the premises - leaving you liable
- Costly structural damage has most likely occurred and building repairs may be needed to rectify the property
- A complete replacement of interior (and possible exterior) HVAC systems are necessary - as furnaces can not be saved at this point
- Restoration of your wet carpets is not possible. Carpet will require complete replacement
- Water damage restoration costs are considerably more expensive



****Tenants can sue their landlord for health complications due to mould, mildew, and bacteria exposure in their home/workplace. Reduce your liability and show your tenants you care by properly restoring your property after all water exposure events.**

Water damage isn't easy to deal with, and restoration shouldn't be a DIY process. If you're dealing with a leak, overflow, flood or any other type of water damage situation - you should call a professional water damage restoration team to assess the situation and properly.









Water Damage Emergency Plan

**Water Emergencies Don't
Have To Be A Disaster
If You Know What To Do**

Better safe than sorry! Sure, it's a cliché, but it's also true. Every real estate agent should consider a well-thought-out emergency plan to be an essential part of their property management duties.


Every agent's water emergency plan will vary depending upon the size and layout of the property, its location, the landscape of the area around it, and multiple other variables.

There are, however, a few elements every plan should include, such as:

-  Water Type Categorisation (to determine if water is contaminated)
-  Communications Plan (for employees and tenants)
-  Utility Shut-Off Plan
-  Evacuation Route (in case of extreme emergency, water contamination, or health hazards)
-  Pets and Children Plan
-  Emergency Contacts List (including your preferred water damage restoration company)

This emergency plan, including your emergency contact list, should be shared with your management team, your tenants and potentially added to lease

Without a proper emergency plan, you risk:

-  Serious damage to your property due to a delayed response to water exposure
-  Potentially putting your tenants in harm's way during a water emergency
-  Leaving your tenants unaware of what to do if they can't contact you during an emergency
-  Paying ridiculous "rip-off rates" by calling last-minute contractors
-  Ongoing damage due to hiring a professional who isn't specialised in water restoration and can't completely fix the problem

Avoid This
Common Mistake:
**Putting your property
at risk because you
don't have a water
damage emergency
plan**

Did you know?

Most tenants aren't aware of who to contact in the case of an emergency water damage situation.

You can **avoid unnecessary structural damage, safety concerns, and health hazards** by adding your **preferred water damage restoration company's number to your property's emergency contact list** - so you're covered even if your tenant(s) can't contact you!

By **ensuring that your tenant(s) know who to call during an emergency** (if they can't contact you), you'll significantly **reduce restoration costs, decrease time needed for repairs, and avoid potential liability** from health hazards like mould.

When water enters your property, **you should always have the situation assessed by a professional, certified water damage restoration company.**

Note:

It's important to keep in mind that **general contractors, plumbers, and building maintenance teams are NOT able to properly mitigate or repair water damage.** They may be able to stop the source and vacuum up any visible water, but they do not have the expertise or technology to properly restore the property or eliminate microbial growth.

A Water Emergency = URGENCY

You or your tenant should immediately contact your preferred water damage restoration company to begin the restoration process at the first sign of water damage.

Listing a preferred water damage restoration company as an emergency contact on your lease agreement documentation can be the difference between a water damage event being a nuisance or a catastrophe.

Electrical Repairs

Phone

Plumbing Repairs

Phone

Other Repairs

Water / Sewage / Flooding: Reztor Restoration

Phone

1800 739 867



How We Can Help

Selecting A Preferred Water Damage Restoration Company Is No Longer Just A Good Idea, It's Essential

Our process is designed and tested to eliminate any water problem and completely restore any property as quickly and efficiently as possible.

Water Damage is a messy and potentially dangerous situation. Choosing a professional water damage restoration team will ensure your property is 100% restored and protected from unnecessary secondary damage.

See just how quickly water can damage your property

IICRC Certified Technicians

When we say we send out the pro's we mean it! We don't work with subcontractors. **We only send you our in-house IICRC certified technicians so that you know your flooding issues will be fixed properly the first time.**

Compassionate Staff Members

From the moment you call and speak with one of our representatives to the completion of your water damage treatment, our goal is to make you feel like family. **We promise to reduce stress, restore your property and remove any future risk.**

Top-notch Budget Friendly Solutions

During this stressful time, we'll do our best to bring your property back to its pre-loss condition in a way that is budget-friendly. Plus, **we will never shock you with surprise charges. We are transparent at every step of the process.** You always have the final say and get to approve/deny any services.

Honesty And Transparency

If you're worried about your property or items in your property, we'll tell you the truth. **We will always tell you exactly what we can save and how we'll do it.** We never oversell you for a service that won't help.

Insurance Assistance

Dealing with insurance can be a headache! That's why **we will provide you (and your insurance) with in-depth reports, thermal images, and lab tests to make the process easier.** We are always on your side!

Avoid This
Common Mistake:
**Calling a plumber or
carpet cleaning
company to come
“fix” your water
damage**

Additional Services We Provide:

- ✓ Wet Carpet Drying
- ✓ Antimicrobial Treatment
- ✓ Large Loss Restoration
- ✓ Mould & Bacteria Control
- ✓ Sewage Clean-up
- ✓ Fire & Smoke Clean Up
- ✓ Structural Drying
- ✓ Water Damage Assessment
- ✓ Meth Decontamination

Getting Prepared Could Save Thousands!

What you get when you choose Reztor Restoration as your preferred restoration company

Choosing Reztor Restoration As Your Preferred Water Damage Restoration Company Can Save Your Property (And Your Time)!



Partnering with Reztor Restoration means you always have mitigation professionals in your back pocket.

Membership in the preferred program is free, and it carries no obligation to use our services. **As a member, you will receive membership discounts and be given the peace of mind of knowing that your business is protected in the event of a disaster** (even if it's the middle of the night and you can't be reached by your tenant).

When you choose to partner with us through our preferred membership, you get access to these exclusive benefits:



Discounted rates

Ensure you are getting the best possible price and save money for your clients



Job documentation

You will receive a report about the job, what happened and rectification steps.



Priority 24/7 response in the event of an emergency

Even if dozens or hundreds have called before you, you will be moved to the top of the waiting list.



1 hour rapid response

Getting to the property quickly will significantly minimise damage and reduce the overall cost of repair.



Faster start of the recovery process

We'll already have your paperwork and insurance information, so as soon as we arrive on site we'll be able to begin restoring your property.



Guaranteed services even if you can't get to the property on time or call us yourself

You drastically increase the chances of preventing disaster-level damage by allowing your tenants to call during an emergency

By selecting Reztor Restoration as your preferred water damage restoration company, you will add a vital layer of protection to your property. Whether you personally need us to assess a situation, or your tenant calls us in the middle of the night with a water emergency - we will be ready.



About Us

Reztor Restoration Was Born From The Belief That Our Community Deserves Better

Reztor's Rescue Guarantee: If you call us needing help - we promise that our trained team of in-house Reztor Restoration technicians **will show up on time, fully prepared, and ready to fix your problem!**

We take every single situation seriously as your livelihood, and our reputation relies on your experience.

That's Why We Promise To:



Reduce stress so you can keep living your life while the problem is taken care of for you



Restore your property and all affected materials completely so your life can go back to normal fast



Remove risk of any secondary damage so you can confidently know that your life and property are protected in the future

We know how stressful a water damage situation can be, and that's why we send highly skilled empathetic professionals to help. By the time your treatment is over, you can rest assured that we took every step necessary to ease your stress and bring your property back to a pre-loss condition.

We take pride in our work, communicate openly with clients and **employ the type of people you will feel comfortable inviting into your property.**

Our customers tell us how thankful they are that they chose Reztor Restoration because they could feel the **compassion and empathy from the first time they spoke with us on the phone.** You can rely on us to care

Was this helpful? Take the next step

Choose Reztor Restoration as your preferred
water damage restoration team & enjoy
peace of mind knowing that we've
always got your back



1800 739 867



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