



## CASE STUDY » HIGHLAND FARMS

# First Restoration Services, your call from start to finish.

### INTRO

First Restoration Services has been Western North Carolina's Disaster Recovery Leader since 1987. Providing quality service with utmost integrity, First Restoration Services has completed over 7,500 jobs in the past 23 years, earning numerous accolades from respected industry associations, including the Sky High Growth Award for the third consecutive year and being recognized by Quality Remodeler as the #291 best quality contractor in the country.

### THE CALL

It was November 5th 2010, the call came in at 7:15 a.m. One of Highland Farms Retirement Communities condos caught on fire and multiple units were severely damaged.



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## ■ HIGHLAND FARMS

Nestled in the mountains of Western North Carolina, Highland Farms Retirement Community encompasses 50 landscaped acres in beautiful Black Mountain, NC, 15 miles east of Asheville. As a licensed and locally-owned continuing care retirement community (CCRC), it has been providing an environment where residents can pursue the many enjoyable aspects of retirement living for over 35 years.

The nearly-400 residents, who make up the Highland Farms community, come from the U.S. and several countries throughout the world. Their broad range of interests enriches life within the community and provides opportunities for many, exciting, new, friendships.

## ■ ARRIVING ON THE SCENE

First Restoration Services' Emergency Manager, John Gentry, received the call and immediately organized his team of men and equipment to drive to the scene of the fire. It took about 45 minutes before we arrived on the property. We were directed to a four unit stacked duplex, with three units damaged.

The fire started in the top right unit where it caused the most damage. This unit was severely burned in both the living room and kitchen with smoke damage throughout the remainder of the condo. The unit underneath this one had severe water damage in the living room and kitchen with additional smoke damage throughout the remainder

of the home. The top left unit had no fire or water damage, but did sustain smoke damage throughout the entire condo due to the ventilation system in the building.

## ■ MITIGATION & PACK-OUT

Day 1 started with documentation which included taking pictures, establishing a scope of work and moisture mapping. We had a meeting with property managers and all owners about what needed to be done (removed) in the units as well as a safety briefing. Following that meeting, drying equipment was set up inside the units to prevent further structural damage. The property was secured with caution tape and a temporary roof was built to prevent any outside weather issues. Temporary heat was established to prevent any freezing of the pipes and help with the drying process.

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By the end of the first day, the three families with damaged condos were provided with temporary housing in units Highland Farms had available that already were furnished.

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This was very comforting for the affected homeowners during the duration of the project. This was especially helpful to show current community residents that if they were in the same position, they would be taken care of. By day two, we had the damaged units winterized.



First Restoration Services had to remove drywall, carpet and pad, vinyl flooring, baseboard casings, tackless strip, wet HVAC duct lines, insulation, all nails and anything else that could have been considered a safety hazard.

Once everything was removed, First Restoration Services treated all areas with an anti-microbial spray to prevent mold from growing and all debris were hauled off. First Restoration Services moved all contents to their moving truck and their men identified and inventoried the contents from two of the damaged units. This allowed FRS and the homeowner to easily identify which contents have to be restored and which items are considered a total loss by the adjuster.

### **CLEANING CONTENTS**

Some of the items removed were dishes, toasters, pots, glasses, rugs, furniture, photos, dressers, beds, clothes, couches, lamps, electronics and much more. Once the items arrived at our facility, the cleaning process started by First Restoration Services entering most items in the drying and deodorizing chamber.

From here depending on the category of the contents, we cleaned the items using our Esporta Wash System, Ultra Sonic Fireline System, Electronics Cleaning System or by hand-cleaning. The larger items are hand cleaned and deodorized. By having this state-of-art technology, it allows us to clean contents faster, at a lesser cost and with the

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First Restoration Services of Asheville is the **ONLY** company in WNC to both own and be able to properly operate all three pieces of this content cleaning equipment. We're considered to be "The Contents King of WNC."

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highest quality results. Once all the contents move through the cleaning process, First Restoration Services will re-pack the contents so it matches the inventory list just as we removed it from the property. In this instance, the property was not ready for the contents to be delivered so we stored it in our storage vaults in a climate-controlled area and they remained there until the property was finished with all repairs.

### **REPAIRS**

For repairs, everything that was removed had to be replaced. Starting with the roof, the top right unit trusses needed to be replaced and the entire roof had all shingles replaced. The top right unit was completely gutted and cleaned down to the studs. First Restoration Services had to replace the HVAC unit, rewire the unit, seal studs and framing (sprayed with odor sealant), install new insulation, drywall, flooring, cabinet, appliances, trim, doors, new lighting, fireplace, chimney, and paint the 3 units inside and out.



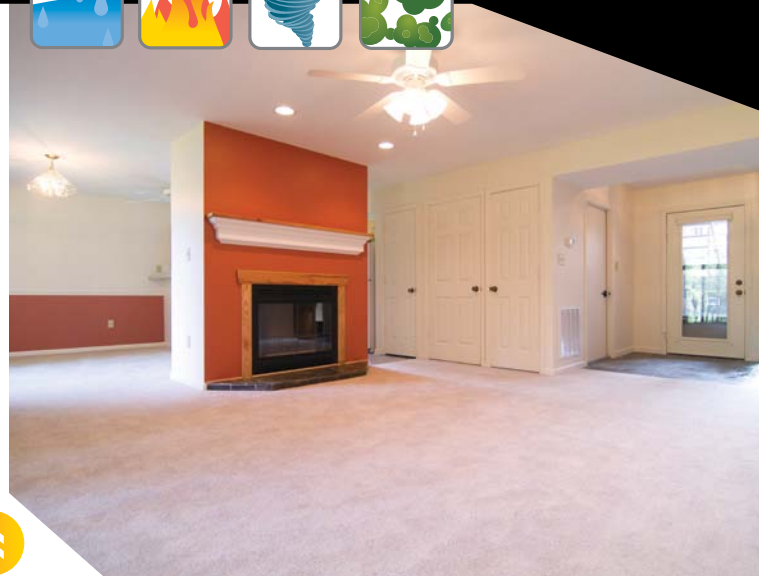
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### OUR SERVICES INCLUDE »

Water, Sewage, Wind, Fire, or Smoke Damage  
Emergency Board Up Services  
Vandalism or Crime Scene Cleanup

Mold Remediation  
Cleaning Services  
Thermal Building Diagnostics

**828.684.1582**    **[www.firstrestorationwnc.com](http://www.firstrestorationwnc.com)**



#### PACK-IN

The pack-in takes place when the repairs to the property are finished and First Restoration Services can return all contents back to the property. In this situation, moving items for the homeowner became especially helpful because in working with a retirement community, none of the owners were in a position to be moving their furniture or any other items. This was a job for First Restoration Services.

#### CLIENT RESPONSE: Unit #60 Resident, Jim Lenhart

“Seven months ago my partner, Jeanette Reid, and I had never heard of your company. Then, the night of November 4, 2010, that all changed... That morning, a relationship began with a number of people in your organization that my partner and I have greatly appreciated... We are writing this in great appreciation of what we have experienced with everyone we have dealt with at First Restoration. Derek,

Scott, Mike and all the others have made your motto: ‘Disasters Happen. We take care of them all.’ an unforgettable and much appreciated part of our lives.”

#### CONCLUDING THOUGHTS

We are dedicated to restoring homes and businesses of any size to pre-loss condition. Whether it's water damage or fire damage, we have the resources to meet your needs. Our state-of-the-art facilities, together with our qualified staff and skilled technicians, allow us to complete the job from start to finish.



Use your smart phone to download a free “QR Reader” app from your app store. Open the app to scan the First Restoration QR code to find out more about First Restoration Services.