



# G. S. Jones



Restoration • Consulting

PA State Lic. # 315

Rebuilding with Confidence

September 2011

## New Faces at G. S. Jones



**Rich Yoko** has joined the team at G. S. Jones and works with both the construction and the consulting teams. A graduate of Edinboro University of PA, Rich brings previous construction management and estimating experience to the team and will work as a project manager on the construction team. Consulting duties include property damage evaluation and repair cost estimating.



**Paul Warlop** has joined the consulting team at G. S. Jones. Paul is a graduate of Carnegie Mellon University with an Architectural degree and also minored in Architectural History. Paul will be drawing on his architectural experience to help the consulting team evaluate property damage and provide repair cost estimates for our clients.

## Contents Services by G. S. Jones



The Haitian cotton seats on these chairs require a special cleaner as water will stain the material brown.



Contents stored in our warehouse are protected and separated until it's time to be put back in place.

When disaster strikes your home or business it is almost guaranteed that personal belongings or equipment will be affected. How they are handled is important whether the items are damaged and need to be restored or just need to be stored safely until repairs are made. G. S. Jones has the experience and the expertise to handle almost any situation that involves restoration and that especially includes contents services.

Many times the first thing that needs to be done is to remove the contents from the building so repairs can be completed. G. S. Jones uses a computerized inventory tracking system done on-site that documents the items handled and includes a photo of its existing condition, location in the building and the box number it is stored in. The system provides peace-of-mind to the owners and assists the insurance company by providing information on value and an assessment as to whether the item can be restored or not.

Most items brought back to the warehouse are cleaned or restored with the use of cleaning or restoration techniques depending on the damage. Our ozone room helps remove odors from contents especially smoke damage. Knick knacks, small items and ceramics that have small crevices and hard-to-reach places for cleaning can be assisted with the use of our ultra sonic machine..

The ultra sonic machine uses sound waves to loosen dirt, soot or debris that is otherwise hard to get out and doesn't damage some of the more delicate items.

Many times wet contents are brought back to the warehouse to be dried and include items such as carpets, rugs and furniture. G. S. Jones has an array of fans, dryers and dehumidifiers that can be used to dry out those items. Sometimes important paper documents get wet and need to be preserved for business records. G. S. Jones has the ability to freeze documents to prevent mold from forming and then restoring the documents by drying and copying or by ironing the originals if necessary. If the documents are not salvageable and need to be destroyed we also have a mobile shredder available.

The above mentioned services are just a few of the processes G. S. Jones uses to restore contents but we also have dry-cleaning services for clothing, bedding or other types of treatments. If there is a specialty item that requires specific care we know professionals that can cover almost anything.

From organizing the pack-out to placing the items back in a restored property, you can be sure that G. S. Jones will treat all your contents with professional care through the entire process.

## New Faces...Cont.



**Samantha Haaf** has joined the team at G. S. Jones. Samantha is a graduate of Monaca High School and will be working with the construction team as a Contents Cleaning Technician. She will be working with Sarah Patton and Elaine Sweitzer on the contents team who are responsible for the pack out, cleaning and return of all contents.

### Did you know...?

G. S. Jones consulting services include:

- Expert analysis and court testimony
- Scope of repair reporting, cost of repair, replacement cost evaluation, depreciation or loss of use recommendations, cause of loss reporting
- All engineering disciplines
- Institutional, Commercial and Residential Experience
- Travel throughout the U. S.

### FUN FACTS !?!?

- In most advertisements, the time displayed on a watch or clock is usually 10:10.
- The Nestles haven't run Nestle since 1875.
- Peanuts are one of the ingredients in dynamite.
- To have your picture taken by the very first camera you would have had to sit still for 8 hours.

## Kristy Pzenny becomes new Unique Process Director



G. S. Jones continues its commitment to quality customer service through the development of a new position called

Unique Process Director. Kristy Pzenny has moved from the front office where she coordinated and assisted the construction and consulting departments for several years to become another point of communication between our customers and our production teams during the restoration process after a loss has occurred.

As the Unique Process Director Kristy will personally visit customers to provide important information about the restoration process and explain how to use the G. S. Jones website to follow their own restoration process as it is unique to them. Each customer will have a username and password that enables them to log onto the website and access the various menu items that provide important information regarding their own restoration project. Additionally, the Director works with the customer to prioritize the project. This list allows the restoration

crews to focus on the most important areas the customer is concerned about first. As the restoration project moves forward questions or concerns from the customer can arise and that's where the Director also helps the process. The Director will take calls from the customers and relay messages to the correct person that enables faster and more accurate service to be provided.

These are just a few of the Unique Process Director's functions, if you would like more information on how G. S. Jones can improve the restoration process for you or your customers just contact us at the office.

G. S. Jones is committed to providing the highest quality customer service possible by continuing efforts to improve the restoration process. Our professionalism, leadership, skill and experience provide peace of mind to the customer by aligning the needs and priorities of the property owner and insurance company toward the complete restoration of the property from disaster.



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[www.gsjonesrestoration.com](http://www.gsjonesrestoration.com)

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