

# The CHRONICLES Newsletter

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## THIS WEEKS FEATURES

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**LEST WE FORGET**

The CHRONICLES Newsletter will not publish next week but will return Friday, November 19<sup>th</sup>.

# **1. RESTORATION MANAGEMENT SOLUTIONS**

**- Ron Wilkes, Integral Property Loss Services**

This residence, which had suffered a fire loss that severely damaged the roof, and gutted the interior, was infringing on the Department of Fisheries set back for a salmon stream that ran through the property. Fifty percent of the home was constructed on this set back. The construction also bordered the street right of way set back for the municipality it was constructed in.

Add to the two problems above, it had a dirt crawl space, and seasonally flooded with the stream overflowing it's banks several times a year that was a health concern for the regional health authorities, and the crawl space was so restricted that it qualified as a confined space which brought the WCB Safety Branch into play.

<p>The first step was to get the building torn down in order to inspect the floor, the foundations, and the footings as the fire started in the crawl space due to electrical arching.</p> <p>The demolition permit resulted in an extra \$ 1,000 cost because of the closeness of the salmon stream. Once this was accomplished, a full inspection</p>	
<p>of the floor by the adjuster, and ourselves it was decided that the floor had to go and could not be repaired because it had been constructed in three separate stages, on three different levels, with several sub floors being added to bring it all up to one level. Asbestos was found in the tiled flooring and the fire had eaten through it in too many places along with it sitting exposed to the elements for</p>	
<p>months while the demolition permit was negotiated and obtained.</p> <p>Once the floor had been removed it exposed more problems. The foundation and footings had been constructed on top soil from the stream bed, and did not fit under the residence correctly; therefore the walls had buckled inward in places. The</p>	

Residence had been moved to its existing location in 1961 on a foundation that had been poured in place before it arrived.



It was decided that the crawl space would be eliminated and the foundations raised by 18 inches and fill in the crawl space with drainage gravel, then pour a monolithically slab. This

would satisfy the WCB safety board with their concerns about a confined area and the health department by raising the structure above the annually flood plain by the creek several times a year.



We straighten out the foundations, then constructed forms to pour the added height requirements to the foundations.

Repair work was done to the south west corner of the foundation which was in the fisheries set back. We went to the variance board of the municipality to get them to allow a new front deck being constructed in their set back, and the front foundation was extended eight feet towards the street to accommodate design and construction changes that were



required to give the insured the same number of rooms to the residence that he had before. This addition took up the space that the original front porch was constructed on.



The forced air heating that had ductwork running through the crawl space was replaced with radiant heating in the concrete slab floor.

A new weeping tile system was placed around the perimeter of the residence and a new berm was constructed around the home as well which makes it appear that the foundation had not been raised in the photo.

The insured's share of the improvements and betterments was \$ 22,000.00, and he was able to rebuild.



## **2. STATEMENTS FROM THE CLAIMS FILE**

Here is an excerpt from a statement in a claims file for you to analyze and determine what the insured is talking about.

*“VCR’s do not eject peanut butter and jelly sandwiches even though TV commercials show they do.”*

## **3. TIME STUDIES Part 1**

In measuring how employees spend their time, we've gathered some trivia you might find useful.

### **THE WORK WEEK**

<b>Position</b>	<b>Average Hours Worked per week</b>
Independent consultants	63
Sales managers	50
Truck drivers on local delivery	49
Outside sales reps	47
Inside sales reps	46
Warehouse workers	45
Bankers (including clerical staff)	44
Administrative support staff	44

## MEETINGS

% of executives who are "bothered a lot" by various meeting dynamics.

<b>Factor</b>	<b>% bothered a lot</b>
People drifting off subject	83
Participants' lack of preparation	77
Questionable effectiveness	74
People not listening	67
People's wordiness	62
Length of time taken	60
People not participating	51
Emotional outbursts	41

## TELEVISION VIEWING

	<b>Hours Per Week</b>
Children 2-11	17.9
Adolescents 12-17	17.3
Adult Men	21.9
Adult Women	26.5

## AVERAGE ANNUAL TRAFFIC DELAY PER DRIVER

<b>City Population</b>	<b>Hours Per Year</b>
Over 3 million	54
1-3 million	40
500,000 - 1 million	31
Under 500,000	10

## WORK ACTIVITIES

**Hours Per Week**

General administration / paperwork	5.1
Business travel	4.5
Lunch, breaks, personal business	4.4
Sales Meetings with Prospects	3.3
Sales Calls to Current Customers	2.7
Internal Phone Calls	2.6
Sales calls to prospects	2.2
Personal Training	2.2
Handling Mail	1.8
Internal meetings	1.8
Sales coaching	1.5
Time planning / strategizing	1.3
Business Lunch / Sales Socializing	1.3
Running or attending sales meetings	1.1
Running or attending staff meetings	1.1
Reading - professional	1.1
Filing	0.9
Training staff	0.8

## **SLEEP**

	<b>Hours Per Day</b>
Newborn infants	17 - 18
By age 4-8,	10 - 12
10-12	9 - 10
Adolescence	7.5
Middle age	7

Old age 6 - 6.5

### **CHILD CARE**

Includes bathing, feeding, reading, playing, etc.

	<b>Hours per week</b>
Employed women	6.6
Employed men	2.5
Unemployed women	12.9
Unemployed men	2.6

### **LIFE TIME**

<b>Activity</b>	<b>Average Years</b>
Sleep	23
Work	19
Leisure	9
Travel	7
Eating	6
Illness	3
Personal care	2
Religion	1

### **PRODUCTIVE DAYS**

Which days are employees most productive according to corporate executives?

Tuesday	51%
Monday	17%
Wednesday	15%
Don't Know	11%
Thursday	5%

## SEVERE TIME-STRESS

Severe time stress affects a significant number of people. In a recent survey, respondents answered yes or no to 10 questions about their perception of time. Those who agreed with seven or more questions were considered to have high levels of time-stress. Here's how they break down by age:

	Men %	Women %
15+	16	21
15-24	10	22
25-34	25	29
35-44	23	27
45-54	20	22
55-64	8	14

### Time Study – Consultants

Where does all the time go? Where should you spend your time?

As an independent consultant, professional speaker or trainer, you probably already know the key skills needed to develop and maintain your business.

You need to have a specialized knowledge base, or a market niche that distinguishes you from your competition.

You need to know how to sell your services. You need to find, cultivate and maintain relationships with new prospects as well as existing clients to ensure you have a steady stream of business.

And finally, you need to know how to administer the business. This includes billing, writing reports, keeping records, tracking expenses, paying taxes and so on.

But transcending these is the issue of time. What key priorities should you be focusing on? How do you spend your time compared to others? Are you maximizing your productive time and minimizing time wasters?

The information for this time study was gathered from a small, portable electronic device called a TimeCorder. This device, about the size of a videocassette, allows individuals to easily track the time they spend on different activities.

The TimeCorder is programmed with 26 pre-coded activities, each one corresponding with a letter of the alphabet. Whenever a time-study participant presses a button, time starts recording on that activity, like a stopwatch. When the person changes from one activity to another by pressing another pre-coded button, the time stops recording on the previous activity and automatically starts on the current one. It's like a chess clock in reverse and about as simple to use as the average doorbell.

In addition to measuring cumulative time, the TimeCorder also tracks the number of occasions each activity occurs. By dividing cumulative time by the number of occasions, a typical duration is derived. It is the average length of time an activity occurs, expressed in minutes.

#### **4. WE LEAVE YOU WITH THIS THOUGHT**

“People with money to burn are usually surrounded by pyromaniacs.”

See ya on the flip side!

**Notice:** As of September 1, 2004 the Informer Newsletter, the WCC Newsletter, and the ARRN Advocate, has merged with the Chronicles Newsletter, and that is why you may be receiving this newsletter for the first time.

If you have changed your email address or if you wish to be added to this newsletter or removed from this newsletter please email us at [integral@shaw.ca](mailto:integral@shaw.ca)

**All QUESTIONS, OPINIONS, & ARTICLES WELCOME**, please send them to Letters to the Editor at [integral@shaw.ca](mailto:integral@shaw.ca)

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