



INTEGRAL CONSULTANTS

for Buildings & Business

"We offer peace of mind through knowledge and expertise"

NEWSLETTER

NOVEMBER, 2009

WHAT WAS OLD IS NOW NEW AGAIN!



After working on a large loss this past summer in Surrey, the restoration company for the emergency service was Paul Davis Systems of Vancouver. Yes you read right, Paul Davis Systems of Vancouver.

As you may or may not know, Paul Davis Systems of Vancouver had undergone new ownership over this past year and are proud to report a very successful first year with the new management team after rebuilding the company from the bottom up.



Art Unruh, a well known member of the Canadian Home Builders Association, and president of a high end new home builder, contractor, and property developer, purchased the franchise from the previous owner last October in 2008.

As a result of the weeks spent on this loss getting to know the contractor, their management and staff, I accepted a position of Business Development Manager, as well as being the Major Property Loss Coordinator for them. I will be working with our controller for the company, Daniela Lind. By making these changes in upper management it will augment PDS' position in providing improved service with better detailed reporting for their National and Local Accounts as well as increase the capacity and volume of work that can now be handled.

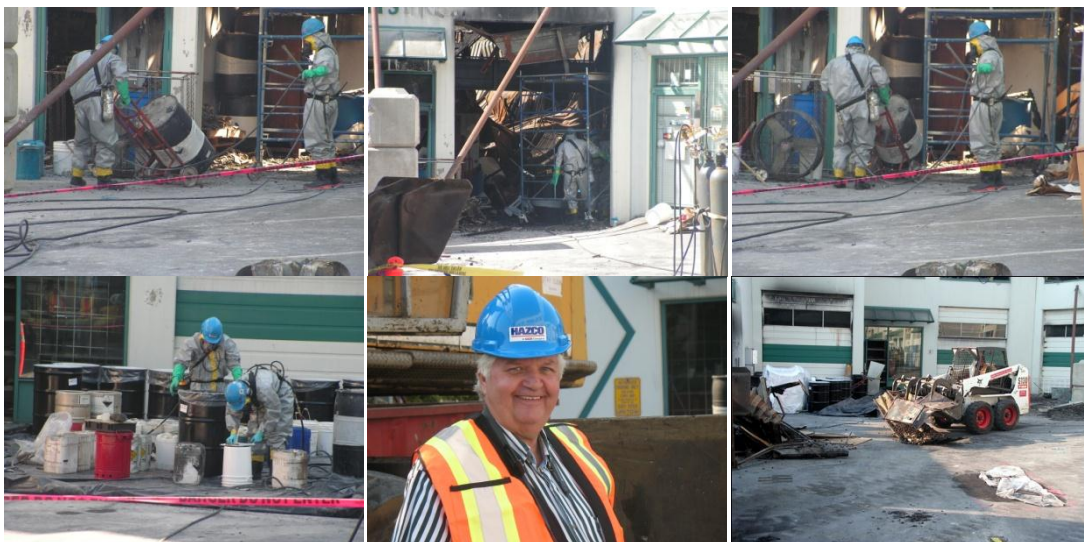


As most of you know, I have over 45 years experience in both insurance and restoration but for the ones that don't. I founded and still operate a successful consulting and appraisal firm since 1993 serving the insurance industry. I have been certified by Marshall & Swift and IICRC as well as being an Associate with the International Society of Appraisers (A.I.S.A.). I specialize in all facets of building Reproduction Appraisal Reports, Damage Assessment Reports and Loss Audits.

I have traveled across the country on "Cat" teams in Ontario and Alberta. My services were extensively used during the damage assessment phase of the Barriere Kelowna fires. I am a published writer, and contributor to monthly industry newsletters, and cost data publications.



I can be reached by telephone at either of their offices (604) 501 – 9992 in Vancouver or (604) 852 – 4800 in Abbotsford, or by email at rwilkes@pds.ca I look forward to renewing old acquaintances and making new ones as well. How can I help you with your large loss?



More to come on this loss in a future issue.

CONSULTING FEES REDUCTION

Effective November 1, 2009

LARGE LOSS ADVISER / MENTORING

| | |
|---------|-----------|
| Hourly | \$ 100.00 |
| Daily | 700.00 |
| Weekly | 3,000.00 |
| Monthly | 10,000.00 |

| | | | |
|------------------------|-----------------------------------|-------------|----------------------|
| Contract Basis Monthly | With vehicle, phone & expenses | \$ 5,000.00 | |
| | Without vehicle, phone & expenses | 8,000.00 | |
| Minimum Charge | Office Review | \$ 250.00 | |
| | Field Review | 250.00 | plus location charge |
| Package Reports | Reproduction Appraisal Reports* | \$ 400.00 | plus location charge |
| | Damage Assessment Reports* | 500.00 | plus location charge |

*denotes

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|---------------|--|
| Agriculture | up to 20,000 square feet floor area – for over limit add \$ 0.04 per square foot |
| Commercial | up to 8,000 square feet floor area – for over limit add \$ 0.10 per square foot |
| Industrial | up to 6,000 square feet floor area – for over limit add \$ 0.12 per square foot |
| Institutional | up to 10,000 square feet floor area – for over limit add \$ 0.08 per square foot |
| Residential | up to 12,000 square feet floor area – for over limit add \$ 0.06 per square foot |

Location Charge

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|-----------|---|
| \$ 100.00 | For Abbotsford, Agassiz, Chilliwack, Harrison Hot Springs, Hope, Langley, Maple Ridge, Pitt Meadows, Mission, Port Coquitlam, Surrey, White Rock |
| 200.00 | For Burnaby, Coquitlam, Delta, Lions Bay, New Westminister, North Vancouver, Port Moody, Richmond, Vancouver, West Vancouver |
| 300.00 | For Gibson, Sechelt, Squamish, Yale |
| 400.00 | For Boston Bar, Chemanius, Colwood, Ladysmith, Langford, Nanaimo, Oak Bay, Parksville, Qualicum Beach, Saanich, Sidney, Sooke, Victoria, Whistler |
| 500.00 | For Cowichan, Duncan, Lytton, Merritt, Pemberton, Port Alberni, Powell River, Princeton |
| 600.00 | For Ashcroft, Cache Creek, Campbell River, Comox, Courtenay, Cumberland, Kamloops, Keremeos, Lillooet, Logan Lake |
| 700.00 | For Kelowna, Oliver, Osoyoos, Summerland, Tofino, Ucluelet |
| 800.00 | For Coldstream, Penticton, Vernon |
| 900.00 | For Armstrong, Enderby, Salmon Arm |

Add

| | |
|-----------|---------------------------------|
| \$ 150.00 | For overnight stay per night |
| 125.00 | For ferry travel per trip |
| 75.00 | For meals & incidentals per day |

Plus GST

Claims & Underwriting Reports

REPRODUCTION APPRAISAL REPORTS

We are please to introduce combined RCR/ODF Insurance Appraisal Report for underwriters, brokers and the consumer and our Loss Appraisal Report for adjusters in the event of a loss. This appraisal provides a Replacement Cost Reproduction (RCR) Appraisal based upon Reproduction Costs for *Replacement Cost Value* using the Calculator Method by means of the Marshall Valuation format or the R. S. Means Cost Guides for contractors and they will incorporate Physical and Functional factors in the Depreciation segment for *Actual Cash Value*. This report is designed for a total loss or to determine co-insurance for both RCV and ACV.

The Underwriting Format provides the following Recommended Individual Policy Limits; Replacement Cost (RCV) or (RCT); Occupancy Design Fixtures (ODF); Bylaw Coverage (BC); Demolition & Debris Removal (DDR); Guaranteed Replacement Cost (GRC); Blanket Insurable Value (BIV); and Depreciation Applicable (ACV) in the form of a percentage for underwriting reports and the actual cash value for claims reports.

Occupancy Design Fixtures (ODF) is now incorporated into the format and can be added for an additional cost. Incidental Occupancy Design Fixtures such as free standing appliances for apartment buildings are included in a RCR Appraisal Report for no additional cost.

Occupancy uses with sizeable ODF requirements such as Security Equipment, Janitorial, Cash Registers, Checkroom Equipment, Business Offices, Laboratories, Mortuaries, Medical Offices, Dental Offices, Motels, Lobby and Reception Area Furniture & Equipment, Residential, Automotive – Repair & Service, Automotive – Tire Retreading, Automotive – Spray Booths, Barber and Beauty Shops, Photo Labs, Laundry and Dry Cleaning, Laundromats, Billiard Rooms, Amusement Arcades/Casinos, Health Clubs, Bowling Centers, Restaurants and Soda Fountains, Snack Bars, Retail Stores, Bakeries, Food and Beverage Markets, Churches, Stage/Theater Equipment, Chimes and Carillons, Organs, Theater Seats, Schools, Libraries, Warehousing, Hazardous Material Storage, Shipping Docks, etc will not be included unless requested as part of the appraisal.

DAMAGE ASSESSMENT REPORTS

This report is designed to establish value for a partial loss to a building that provides a Scope of Damage and a Damage Assessment for both RCV and ACV. Since every loss is not a total loss, the rates will reflect costs for cutting and patching to existing construction; dust protection; material handling & storage; protection of existing finishes, shift work requirements; temporary shoring & bracing; equipment usage curtailment; and work inside secure premises, where applicable. All of these conditions are associated with retrofitting replacement material for partial losses.

Logistics have been changed with added or revised sections which now include Ceiling Height, Building Shape, Basement, Building Height, Building Size, Green Construction, Hillside Location, Shortages, High Wind Areas, Weather Extremes, Congested Areas, Resort/Remote Areas, Retrofitting Construction, Seismic Construction, Current Cost, and Location.

FILE AUDITS

So you think you have done everything right. There was an assigned approved insurance contractor to complete the restoration and the project was put out to bid. But why did the costs escalate and the insured is not happy with the results? There are a number of reasons why. Outside influences such as government bodies can directly impact the how the restoration process is going to take place. There really is no control over these situations and inevitably the construction costs are directly impacted by decisions a government body can make concerning the restoration process.

We offer peace of mind through knowledge and expertise, call us at (778) 239 – 6308 or email us at integral@shaw.ca for more information, as our audit reports start at \$ 250.00 and our full reports start at \$ 500.00 plus GST.

This e-mail is never sent unsolicited. You have received this Newsletter because you subscribed to it or someone forwarded it to you.

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Please feel free to pass this newsletter on to your staff or others as well.