

# Home Recovery

This document is intended to clarify the process that has been implemented to assist our surrounding communities with home recovery. It will outline the various teams that we have put in place and the order in which the process occurs. While we are by no means experts, we are doing everything we can to take care of those whom we are serving both now and in the long run as well as protecting those who seek to serve during this time.

## How does one seek home recovery assistance?

- Individual seeking help in home recovery calls our dispatch line at (832) 510-7481.
  - The dispatcher takes down: name, best phone contact, email (if possible), and street address.
  - If individual is in an area we are currently serving, they begin a list of diagnostic questions involving walking the homeowner through the process of home recovery beginning with insurance questions.
- At this point, the homeowner will need to take the proper steps of documentation of all items affected by the flood as well as determine what will stay and what will go. The site assessor and dispatcher will work together to walk with the resident through the process.
  - Homeowners will need to take as many pictures as possible to ensure the best chance of getting assistance from insurance companies and/or FEMA.
  - You can never take too many pictures to document things.
- Dispatcher gives information for approved homes to those doing Site Assessment.
  - The site assessor will visit each home owner at the home and continue the conversation on preparing the homeowner and the home for our home recovery team to join in.
  - The site assessor's role is two-fold: ensuring the proper steps are being taken by the homeowner to ensure they get the best results from insurance companies and FEMA as well as noting the preparations needed for the home so that our teams can begin work.
  - The site assessor will work in coordination with our safety engineers to

ensure that homes are safe for our teams in the short-term and for our families whom we are serving in the long-term.

- The site assessor may want to work directly with the homeowner's insurance adjuster to guarantee that we are taking approved steps as we proceed.
- The A/C unit must be turned off.
- The homeowner signs the waiver.
- Once these processes are complete, the dispatcher assigns a work crew to begin the Home Recovery process with our work crews.

## Home Recovery Process

A team may complete each of these stages or a team may specialize in each of these stages.

### Stage 1 - 0% Cleanup Completed

A home in this stage has no cleanup or work completed. A full tear-out is needed.

It must be noted that if a home has been in Stage 1 more than 30 days, Heart for Texas will not clean up the home, per CDC guidelines. Simply put, it is too dangerous and must be completed by professionals. No volunteers will participate in a Stage 1 home that is more than 30 days old. Additionally, if a home is within the 30 day limit, only volunteers that 18 years or older may participate. Absolutely no youth or children allowed.

For those homes less than 30 days, the work may include:

- Floor prep
  - Teams will open all windows, seal all return air vents, and place fans in such a way that the air is being pushed out of the house by placing fans in windows and openings.
  - If electricity is not working, generators will be established.
  - Carpets and other flooring will be removed (per the discretion of the site assessor).
  - All doors will be removed from hinges and orderly stacked by the curb.
  - Floors will then be cleaned (mudded out) and cleared of any debris and dried accordingly

\*\*Whenever any materials are removed from the home, it should be the goal of our

teams to stack neatly all like items with all like items. This will allow for the insurance adjuster to only have to work for minutes with a home versus hours.\*\*

- Possessions
  - The homeowner by this point has selected which items should be boxed and kept and which items shall be tossed.
  - A team will be made available to come in and assist homes with this process if the homeowner would like assistance.
- Cabinets, Countertops, and Electrical
  - If any cabinets are counter tops will need to be removed, that is done so now.
  - Additionally, any live wires will be capped so that electricity can remain on in the house if that is an option.
- Trim and Drywall
  - At the discretion of the site assessor, all trim and drywall can now be removed.
  - The site assessor (per the direction of the Insurance Adjuster) will determine at what height the drywall should be removed.

## **Stage 2 - Approximately 20% Cleanup Complete**

A home in Stage 2 has had partial cleanup completed. For example, it has been mucked-out and some of the floors may be been removed. Additionally, some dry-out has occurred. However, a vast majority of the cleanup still remains. Only volunteers that 18 years or older may participate in a Stage 2 home.

## **Stage 3 - Approximately 50% Cleanup Complete**

A home in Stage 3 has has been mucked up and a good portion of cleanup has been completed. However, some major items still need to completed, i.e. kitchens and/or bathrooms may need to demolished. Additionally, drywall has been poorly cut/removed and needs to be clean cut. Only volunteers that 18 years or older may participate in a Stage 2 home.

## **Stage 4 - Approximately 80% Cleanup Complete**

A home in Stage 4 is considered a hybrid/transitional home. A vast majority of the cleanup is complete; however, a few items remain in order to prepare for dry-out. For example, only one bathroom needs demolishing, some flooring may need to be removed, drywall may need clean cuts, door jams might need to be removed. In this transitional phase, nails will need to be removed from the studs and general cleanup of the house will occur in order to prepare for dry-out. Dry-out will occur using a combination of fans, dehumidifiers, and 3 separate sprays to mitigate mold (two bleach sprays and one antimicrobial). Volunteers over 14 years or older can participate.

## **Stage 5 - Reassessment and Prep for Rebuild**

A home in Stage 5 will be reassessed and prepared for rebuild. Stage 5 home can only be completed by a site assessor and dispatch. Reassessment may include, but not limited to:

- Evaluate that all muck-out, clean-out, and dry-out has been completed
- Check that all utilities are functioning
- Check that moisture of the home is 16% or less and can be kept dry
- Has the homeowner conducted, passed, and provide documentation for a mold test
- Create a punch-list of all necessary prep work for rebuild
- Cut drywall to 2 foot incremental heights
- Estimate supplies needed for rebuild

## **Stage 6 - Insulation & Drywall Installation**

A Stage 6 is ready for the installation of both insulation and drywall. Volunteers of all ages can participate. Crews will be organized with a maximum of 10 people and 1 dedicated leader. Dispatch will arrange for all supplies to be delivered and secured at the home the day before work begins. Volunteers will only install insulation, drywall, including green board, and tape the drywall.

## **Stage 7 - Mudding and Leveling**

A Stage 7 home has the insulation and drywall installed and needs the drywall mudded and leveled. Corners and beadings will be installed. Plus, sanding will occur. This work requires volunteers with skill. The crews will be organized with a maximum of 4-6 people. No volunteers under the age of 18 years can participate.

## Stage 8 - Beyond Stage 7

A Stage 8 home requires professional contractors to complete the work. This work may include texturing of walls, door installation, trim and baseboards, cabinet installation, etc. Heart for Texas will not participate in Stage 8 homes.

## Work Crew Structure

The ideal work crew is structured into teams that include: one Site Leader and 5-10 Crew members.

- Site Leader – The Site Leader is an experienced worker who is comfortable leading a team to complete the process of home recovery. They should be skilled enough that they feel like they could do the entire process by themselves. However, their role in this process is to direct and instruct their team to complete the task in a safe, efficient manner.
- Crew Member – The Crew Member may or may not have much experience but is willing to help by joining a team.

## Tools

Each individual should have at a minimum:

- Work gloves
- Safety glasses
- Multiple N95 NIOSH approved masks (each last approximately 4 hours)
- Long sleeved shirts and pants to prevent serious skin infections
- Work boots or closed toed shoes

Masks must be worn at all times while working in the home. We have a great collection of many of these items, so please do not feel like you must purchase them in order to work. All tools borrowed from us must be returned at the departure of our workers.

## Work Day Schedule

- 8:45am All teams complete a mandatory orientation. Teams should check in prior to 8:30am.
- 8:45am-9am Teams gather materials and head to work sites.
- Volunteers are asked to bring their own sack lunch.

- All teams will leave their job sites no later than 4:30pm.
- All minors that are not accompanied by their parents must return to the church where they departed from in the morning.

**ASTHMA WARNING:** If you have asthma, please note it in the medical section when completing the forms. Additionally, please email [karimm@trinityklein.org](mailto:karimm@trinityklein.org). It is highly recommended that those with asthma do NOT volunteer with home recovery. We do have other volunteer positions in our food pantry, delivery, supply warehouse, and church office. Again, please let us know.