



REBUILD RESPONSE[®]

OFFICIAL LARGE LOSS INSURANCE BUILDER

INFORMATION BRIEF



OFFICIAL LARGE LOSS INSURANCE BUILDERS

WHO WE ARE

Rebuild Response® is a Tarion / Atlantic Home Warranty certified team of builders that provide large loss rebuilding services to the insured policyholder and the professional insurers.*

Rebuild Response® is first-to-market with its partnership model across Ontario and Atlantic, Canada. It is dedicated solely to rebuilding residential and commercial properties that have been deemed a large loss due to fire or other tragic events. Rebuild Response® is dedicated to leading and assisting the industry in estimating, demolishing, engineering, and rebuilding by offering the same reliable, standardized services across Ontario and Atlantic, Canada.



Over ten years of experience within the insurance industry has enabled Rebuild Response® to provide a comprehensive plan that generates efficient and accurate estimates, clear communication, and precise reporting standards.

* New Home Warranty does not apply to commercial structures or residential structures with foundations to remain.

HOW WE HELP

We assist in resolving challenges that often negatively affect the claim process:

- Timely demolition estimates are provided to accommodate municipal officials and building departments, who can expect demolition immediately.
- Our third-party engineers can be consulted at the site to determine structural impact and a required action plan.
- Environmental liabilities are addressed expeditiously by providing risk and mitigation management.
- Attention is provided to the insured policyholder to determine replacement and existing building details.
- Rebuild and repair estimates are completed in a timely manner to avoid typical contractor estimating delays. Our estimates are detailed and accurate to current regional pricing.
- Considering the challenging nature of these emotional projects, where concerns and issues can arise, our team provides compassion and sensitivity.



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WHAT WE DO

Scopes

When needed, our team works with the insurer to create a scope that accurately reflects the details of what the insured policyholder had before their large loss claim. Proper care, attention, and diligence is critical to providing bidders with a reliable document to price from.

Estimates

We efficiently submit accurate estimates within two weeks of receiving a scope. Industry-standard estimating softwares can't compete with the precision of our local builders' expertise and up-to-date regional pricing knowledge.

Demolition

Expedited and professional removal of a damaged structure is vital to ensure safety and reflect responsibility to the insured and the community surrounding the traumatic event. As time is of the essence, we can provide immediate demolition or, if required, supply an estimate within 24 hours of notification of the incident. We communicate with the building departments and officials that issue demolition permits and facilitate the early stages of the site management process. Additionally, Designated Substance Reports and Assessment Control Programs for any Environment Abatement issues are available if required.

Engineering

It is critical to prevent liability concerns and ensure a highly professional and credible review procedure throughout the loss replacement process. Many demolition permits require having an engineer cover and direct the removal. Our third party expert engineers will be available to inspect the site to determine the structural damage – defining the site as a partial loss or total loss. We also work efficiently with any engineering firm appointed by the insurance company or adjuster who provides instruction and direction throughout the claim.





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WHAT WE DO

New Construction

Rebuild Response® offers a Tarion / Atlantic New Home Warranty Certificate to the insured policyholder's residential build. Our experienced teams will rebuild any home or commercial structure to the client's needs and total satisfaction. Close contact with the designer, engineer, building inspectors, and the client is vital to ensure a successful outcome.

Catastrophic Loss

Catastrophic losses are never similar, much like a standard individual property loss claim, and often exceed the local resources.

Early assessment, scoping, and progressive planning and estimating are critical gears in the overall catastrophic loss process.

Rebuild Response® can mobilize on short notice and attend the site for professional review. Our team will assist in further discussions and co-planning with all parties (ex: adjusters, insurers, and insured policyholders) to plan for an efficient claim resolution.

Onsite management of emergency clean-up, disposal, and mitigation is available in collaboration with local contractors. Rebuild Response® can also facilitate any other logistics before establishing the scope of work and estimating processes.



RESIDENTIAL



COMMERCIAL



MULTI-UNIT



FARM





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WHO OUR TEAM IS

Our Rebuild Response® team is comprised of the region's leading builders. Each builder is carefully selected through a strict qualification process which includes:

- Solid recommendations
- Minimum of 15 years experience
- Tarion / Atlantic New Home Warranty Certification (min. 10 years)
- Pre-screening process (Head-Office)
- Personal interview & evaluation process
- Financial requirements
- SOP implementation



Each Rebuild Response® builder is then trained through:

- On-site and off-site training program
- Grassroots / Customer service
- Reporting / Insurance Industry
- Standardization processes
- SOP manual





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HOW WE ARE DIFFERENT

For over 25 years, the insurance industry has been saturated with well-established restoration companies. Restoration companies are experts in the initial needs of large property loss claims when it comes to emergency clean-up, security, and minor restorations. Restoration companies are great at what they do when it comes to specializing in emergency services for the insurance industry. However, they cannot fill the gap provincially by offering dependable, standardized, turn-key construction services.

Rebuild Response® began with the vision to bridge the need for these essential services within the insurance industry.

Rebuild Response® does not offer emergency clean-up or minor restoration services, but we specialize in the necessary turn-key construction services for large property losses.

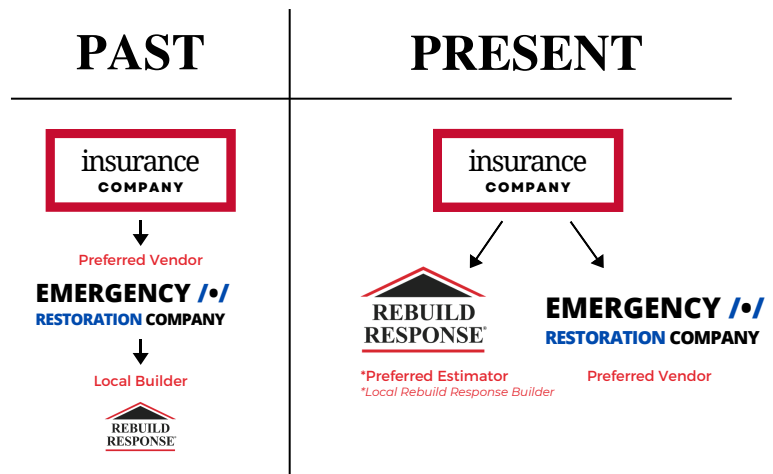
The Rebuild Response® team consists of the top Tarion / Atlantic New Home Warranty approved custom home builders to provide consistent estimating and rebuild services across Ontario and Atlantic, Canada. Our builders utilize professional expertise and current costs to submit thorough, detailed estimates within two weeks of receiving the scope. While restoration companies' industry-standard estimating software programs can be instrumental in pricing restoration work, they may be inaccurate when estimating a total rebuild because of insufficient regional cost tracking.

Most restoration companies do not have the resources or expertise to provide turn-key construction services, they generally sub-contract the rebuild portion of the claim to a local builder and add a 10-15% profit margin to the local builder's project price—inflating the overall build budget. This approach also adds a go-between to the already complicated communication and claim management process.

Working directly with a Rebuild Response® builder for large property loss reconstruction instead of being sub-contracted through a restoration company prevents an inflated rebuild budget and poor efficiencies. It also limits the logistical elements of involving an extra party in the claim management process.

Rebuild Response® does not replace the role of restoration companies.

Our team provides the steadfast function of turn-key estimator and rebuilder needed in the Canadian insurance industry.





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Our experienced builders represent the Rebuild Response® brand within their respective territories in which they operate with passion and the utmost respect for all.
A Rebuild Response® builder will assist you in the following active territories:

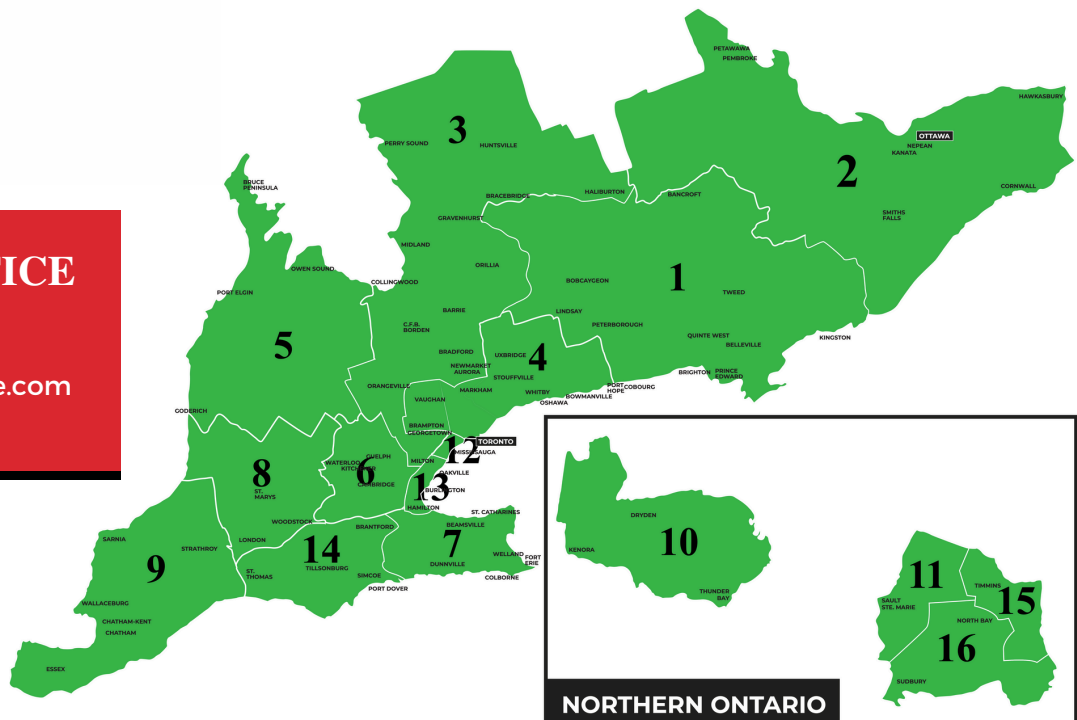
- | | |
|---|---|
| 1. Harmony Homes Quinte
Kingston / Quinte / Prince Edward County / Peterborough | 9/10. Innovative Homes
Thunder Bay / Sarnia / Windsor |
| 2. TSH Custom Homes
Ottawa / Ottawa Valley / Cornwall / Brockville | 11. Ruscio Construction
Sault Ste. Marie |
| 3/5. Alliance Homes
Halton / Barrie / Simcoe County / Muskoka / Owen Sound / Grey County / Bruce County | 12. MG Homes
Mississauga / York / Toronto |
| 4. Royal Star Builders
Brampton / Etobicoke / Vaughan / Richmond Hill / Scarborough / Markham | 13. Braebrook Homes
Burlington / Hamilton / Oakville |
| 6. Gateway Homes
Kitchener / Waterloo / Stratford / Cambridge / Guelph | 14. Van Lagen Homes
Brantford |
| 7. Kenneth Homes
St. Catharines / Niagara Region | 15. Bay Builders
North Bay |
| 8. XO Homes
London | 16. Zulich Homes
Sudbury |

PROVINCIAL OFFICE

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OFFICIAL LARGE LOSS INSURANCE BUILDERS

CONNECT WITH US

We built Rebuild Response® with you and your insurance policyholders' needs in mind.

We uniquely understand the challenges and sensitivities that come with large loss claims and have made it our mission to make a positive difference. By providing unparalleled service in terms of process, quality of workmanship, and compassion, you can rely on us for your large loss claims.

We are excited about the impact we are making within the insurance industry and, ultimately, the insured policyholders' lives. We look forward to partnering with you in the future, beginning with your next large loss claim.



Tom Streek

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**Contact claims@rebuildresponse.com
for an estimate within 2 weeks!**

**Timelines vary based on complexity.*

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