Why effective contents management matters

Managing everything from sensitive personal items to high-value pieces boosts operational efficiency and builds client trust. Here is a checklist of key strategies of effective contents management:

Manage sensitive items with respect and discretion:

Respect privacy: Always handle with utmost respect and professionalism.

Transparent handling: Communicate clearly with homeowners about your security measures.

Make informed decisions on item restorability:

Document thoroughly: Always capture before-and after restoration conditions.

Educate clients: Help clients understand the potential for restoring their items with clear explanations and examples.

Minimize liability through accurate documentation:

Use waivers: Implement waivers and consent forms that explain the work and risks.

Maintain detailed records: Keep clear records of all items and conditions for everyone involved.

Handle theft accusations effectively:

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Decide between onsite and offsite cleaning:

Assess the situation: Consider item condition, client preferences, and available space.

Communicate benefits: Explain the benefits of your chosen cleaning location to clients.

Boost your team's efficiency with training resources:

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Improve documentation and efficiency with technology:

Documentation tools: Leverage Encircle's dedicated contents workflow for real-time documentation.

Streamline claims: Use integrated systems for faster processing and fewer errors.

Essential procedures for every contents restoration job:

Checklist for every contents restoration job start:

Verify client's consent with signed waivers.

Photograph pre-restoration conditions.

Review item restorability with team.

Mid-project checkpoints:

Update documentation with ongoing conditions.

Hold brief daily team meetings to discuss progress and issues.

Maintain open communication with clients about project status.

Project completion checklist:

Make sure all items are accounted for in the chain of custody documentation.

Conduct a final review with the client to confirm satisfaction.

Document final conditions for claims processing.

Enhance your skills with our Contents Bootcamp, packed with expert advice from Certified Restorers Barb Jackson & Kris Rzesnoski — plus earn 4 free IICRC credits.

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