



Standard Operating Procedure: Field documentation on first day of water mitigation job



Before Site Visit

Get photos, videos, and/or document signatures from the policyholder, when possible



Initial Site Inspection

Document these items before work starts

Capture front of loss/exterior photo

Capture exterior pre-existing condition photos & notes
(driveway, sidewalks, stairs, sides of building)

Document site safety assessment (on-going throughout job)

Ensure necessary policyholder documents are signed
(ex: work authorization)

Capture interior pre-existing damage photos & notes,
even in the unaffected areas you pass through

Conduct secondary damage assessment(s)
(ex: mold assessment)

Document source/cause of loss

Capture overview photos of all affected areas
Pro tip: take a photo from each corner of each room

Capture resulting damages photos and notes,
including contents where applicable

Capture property dimensions and create a sketch

Take and document initial readings, noting any additional
observations as you go

Record a video walkthrough ([view best practices here](#))

Create your scope of work document



Moisture documentation and drying plan creation

Document source of loss

Document category & class of water

Define drying chamber(s) with dimensions

Document psychrometric conditions (exterior and interior)

Set drying goals/standards

Define moisture points & take material moisture content readings

Document equipment calculations and placement

Take equipment readings

Create moisture map(s), & plot your equipment and moisture points

Document intended tear-out materials vs dry in place



End of day tasks

Check the quality of your documentation - did you document everything you need to tell the story of the property loss?

Leave additional notes for the next crew for a smooth transition

Create & share 24-hour report with stakeholders

[See example report](#)



Make it easy for your field techs to capture all this documentation in one mobile app, with Encircle.

SEE ENCIRCLE IN ACTION

Note: This is a suggested list of documentation tasks on a typical water mitigation job. It should not be considered complete or comprehensive.