



Basement Remediation & Complete Rebuild Guide

From your first call — through every step — to the moment your home feels like home again.

A flooded basement is more than a property problem. It disrupts your family, your sense of security, and your daily life. At RestoPros of Chicagoland West, we understand that deeply. We are a family-owned, IICRC-certified team with over 30 years of combined experience. We respond fast, communicate clearly, and stay with you from the very first phone call through your final walkthrough and complete rebuild. You will never navigate this process alone.

24/7 Response

IICRC Certified

Family Owned & Operated

Free Inspection

BBB Accredited

Financing Available

Please note: All timeframes shown throughout this guide are estimates only. Actual duration may vary depending on the extent of damage, drying conditions, insurance processing, material lead times, and scope of rebuild required. Your RestoPros project manager will provide specific timelines for your project.

1

PHASE ONE

Your Call — We Answer

Immediate · 24 hours a day, 7 days a week · Every day of the year

1

Call (630) 687-8057 — any time, any day

The moment you discover flooding in your basement, call us. A real person answers day or night, weekends and holidays. We listen carefully, ask a few calm questions about your situation, and immediately dispatch a certified technician to your home. You do not need to have all the answers — we just need to know where you are.

No voicemails. No automated systems. A real person answers.

2

One-hour response — our team is on the way

We target arrival at your home within one hour of your call across our Chicagoland West service area. Every minute matters when water is present — faster response means less structural damage, lower restoration costs, and a significantly reduced risk of mold developing. When our vehicle pulls into your driveway, trained and caring professionals have arrived.

Located in Naperville and serving the Western Suburbs

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PHASE TWO

Inspection & Honest Assessment*Day 1 · Conducted on arrival · Estimated time: 1–2 hours*

3

Thorough damage inspection

Our IICRC-certified technician walks every inch of the affected area with you. Using professional moisture meters and thermal imaging tools, we identify not only visible water damage but hidden moisture behind walls, under flooring, and within structural framing — the areas where damage quietly worsens if left unaddressed.

4

Complete photo and written documentation

We photograph and document all damage thoroughly before any work begins. This documentation is essential for your insurance claim and ensures nothing is overlooked. We show you exactly what we find and explain everything in plain language — no confusing technical jargon, no surprises down the road.

Critical foundation for your insurance claim

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Clear action plan and honest assessment

Before a single piece of equipment is placed, we walk through exactly what needs to happen and why it is necessary. Because the full extent of water damage is often not known until work begins, final costs cannot always be determined at this stage. What we can tell you is that all estimates and project pricing are calculated through Xactimate — the industry-standard pricing tool used and recognized by the insurance industry — ensuring every figure is fair, documented, and defensible with your insurer. We work for you, not the insurance company, and will always give you a complete and honest assessment.

Pricing calculated through Xactimate · Insurance industry standard

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PHASE THREE

Emergency Water Extraction*Day 1 · Begins same day as arrival · Estimated time: 2–8 hours*

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Rapid water removal

Using industrial-grade submersible pumps and high-powered water extraction equipment, our team removes standing water from your basement quickly and completely. For significant flooding, our box truck carries equipment capable of removing thousands of gallons. The faster water is removed, the better the outcome for your floors, walls, and structural components.

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Contents protection and controlled pack-out

We carefully separate and protect your belongings — furniture, stored items, and valuables — relocating unaffected items to a clean, dry area of your home. Anything that can be salvaged is identified, documented, and protected. We treat your possessions with the same care we would want for our own families.

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PHASE FOUR

Structural Drying & Monitoring*Days 1–7+ · Continuous monitoring · Estimated duration varies by damage extent*

8

Industrial drying equipment deployed

After extraction, we place a precisely calculated system of commercial-grade air movers and dehumidifiers throughout the affected area. Equipment placement follows IICRC drying science — it is not guesswork. This equipment runs continuously and is adjusted daily based on moisture readings to ensure every affected surface reaches its documented drying standard.

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Scheduled daily monitoring visits

A RestoPros technician visits your home at the same scheduled time each day to record moisture readings, adjust equipment as needed, and provide you with a clear update on progress. You will always know exactly where your project stands. We never leave equipment operating in your home without checking in — that is our commitment to you.

Consistent same-day, same-time visits throughout drying phase

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Verified moisture clearance and drying sign-off

Drying is declared complete only when moisture readings confirm every affected material has reached its target dry standard. We never remove equipment early to reduce costs or speed timelines. When we say it is dry, we have the documented data to prove it — protecting your home from hidden mold growth long-term.

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PHASE FIVE

Mold Prevention & Remediation*During and after drying · As required · Performed before any rebuild begins*

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Proactive mold assessment and treatment

Mold can begin developing within 24 to 48 hours of water exposure. During the drying phase, we assess all affected surfaces for existing growth and apply EPA-registered antimicrobial treatments as a preventive measure. If active mold is identified, our IICRC-certified mold remediation team addresses it completely and safely before any reconstruction begins.

IICRC Mold Remediation Certified

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Containment, safe removal, and certified clearance

When active mold remediation is required, we establish proper containment to prevent cross-contamination to unaffected areas of your home. All compromised materials are safely removed and disposed of in accordance with industry standards. We will not certify a space as mold-free unless the data fully supports that determination — your family's health is non-negotiable.

Insurance Claim Support

We advocate for you throughout the entire process — working for you, not the insurance company.

INITIAL CLAIM FILING

We help you open and properly document your claim from day one, ensuring all damage is captured before anything is altered. We know exactly what adjusters need — and we make certain nothing is missed or undervalued.

ADJUSTER COORDINATION

We coordinate directly with your insurance adjuster, present our detailed damage scope, and advocate for an estimate that reflects the true and full cost of restoring your home. You do not need to be in the middle of that conversation.

SUPPLEMENT REQUESTS

When additional damage is uncovered during rebuild — which is common once walls are opened — we prepare and submit supplement requests with full supporting documentation so your coverage keeps pace with actual conditions.

FINANCING OPTIONS

Through our trusted partner Hearth, simple financing solutions are available if out-of-pocket expenses are a concern. Apply in minutes and see your options instantly. No one should delay getting their home restored due to upfront costs.

“Basement had flooded and weeks later mold spots showed up. Connected with Manny at 9:30 in the evening on a Monday night. He took my call and set up an appointment for the very next day — walked through the basement, identified every spot and all work that needed to be done.

— Verified Client — RestoPros of Chicagoland West

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PHASE SIX

Planning Your Rebuild

Estimated weeks 1–2 after remediation · Timeline is an estimate and may vary

13 Full scope of work and rebuild plan developed

Once your basement is confirmed clean and dry, your dedicated RestoPros project manager develops a comprehensive rebuild scope addressing all structural repairs — framing, insulation, drywall, flooring, and any mechanical systems affected by the water. This becomes the complete blueprint for your reconstruction.

14 Material selections with design guidance

You will work directly with our team to select flooring, drywall finish, paint colors, cabinetry, trim, and fixtures. We understand the balance between insurance coverage, your personal preferences, and your budget. Our goal is to streamline every decision so you are never overwhelmed. If you wish to upgrade beyond the insurance scope, we will outline the cost difference clearly and transparently.

Your home, your choices — we guide the process

15 Budget alignment with your policy and personal goals

We help you fully understand what your insurance policy covers, what your deductible means in practical terms, and how to maximize your claim recovery. Every cost is explained in advance. There are no hidden charges or surprise invoices at RestoPros — ever.

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PHASE SEVEN

Construction & Full Rebuild

Estimated weeks 2–10 depending on scope · Timeline is an estimate and may vary

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Framing, insulation, and drywall restoration

The majority of structural rebuild work — framing walls, installing insulation to current building code, and hanging and finishing drywall — is performed directly by our own experienced RestoPros staff. This ensures consistent quality, clear accountability, and a team that knows your project from the very beginning. For specialty work requiring licensed trades — such as electrical, plumbing, and HVAC — we bring in trusted, vetted subcontractors who work alongside our team under the full oversight of your dedicated project manager. Every element of the rebuild is coordinated and managed by RestoPros from start to finish. All work is inspected to meet local building codes.

Our staff handles the majority of work · Licensed trades for specialty systems

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Flooring, paint, and finish carpentry

New flooring — whether luxury vinyl plank, carpet, ceramic tile, or engineered hardwood — is installed once structural work is complete and verified. Paint, trim, and finish carpentry bring the entire space back together with care and attention to detail. Your basement should feel like a natural, valued part of your home again — not simply a repaired space.

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Weekly progress updates from a dedicated point of contact

Throughout the construction phase you will receive weekly status updates covering progress, upcoming milestones, and any decisions requiring your input — all from one dedicated project manager. You will never need to chase information. When questions arise, one call to your project manager provides answers.

One dedicated project manager · Start to finish

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Mechanical, electrical, and plumbing coordination

If the flood affected electrical panels, outlets, HVAC components, sump pump systems, or plumbing lines, we coordinate with licensed specialists to restore every system safely and fully to code. No element of your home is reassembled until it has been inspected, tested, and verified as safe and functional.

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PHASE EIGHT

Final Walkthrough & Your Sign-Off

Estimated weeks 10–12 · Project close-out · Timeline is an estimate and may vary

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Detailed final walkthrough conducted together

Before we consider any project complete, your RestoPros project manager walks through every inch of the finished basement with you personally. We encourage you to look closely, open doors, inspect corners, and ask every question you have. This is your home — your complete satisfaction is the only standard that matters.

21 Formal punch list with a 24-hour client review period

After the walkthrough, you receive a formal punch list form and a full 24-hour window to document any items you would like addressed — a paint touch-up, a trim detail, anything at all. Once submitted, your project manager personally reviews each item with you and ensures every concern is fully resolved before any final paperwork is executed.

Nothing is closed until you say it is

22 Mutual completion sign-off and project closure

When every punch list item is resolved to your complete satisfaction, both you and your RestoPros representative sign off on the project together. Final payment is collected at this stage — not before. You are left with a fully restored, professionally finished basement and the confidence of knowing the work was done with integrity, from start to finish.

“We had a fantastic experience with RestoPros. Manny was incredibly helpful in walking us through every next step. Special recognition to Manny for going above and beyond to help us navigate our insurance claim throughout the entire process.”

— Verified Client — RestoPros of Chicagoland West

You Do Not Have to Face This Alone.

RestoPros of Chicagoland West is available 24 hours a day, 7 days a week, every day of the year.
One call starts the entire process — we take it from there.

(630) 687-8057

restopros.co · Free Inspection · Financing Available

Proudly located in Naperville and serving Aurora, Bolingbrook, Downers Grove, Elmhurst, Geneva, Glen Ellyn, Hinsdale, Lisle, Lombard, Oak Brook, Oswego, Plainfield, St. Charles, Wheaton, Woodridge, and all surrounding Chicagoland West communities.