How Facility Managers Actually Choose a Restoration Vendor

Canonical Web Version: https://restorationintel.com/how-facility-managers-choose-restoration-vendor/

Direct Answer: Commercial facility managers pick restoration vendors months before a burst pipe—usually from an approved preferred-vendor list, not during a midnight hallway emergency. FMs buy risk protection across six concrete criteria: verified response SLAs, full COI compliance, occupied-building cleanliness, reliable execution, cost predictability, and crisp project updates.

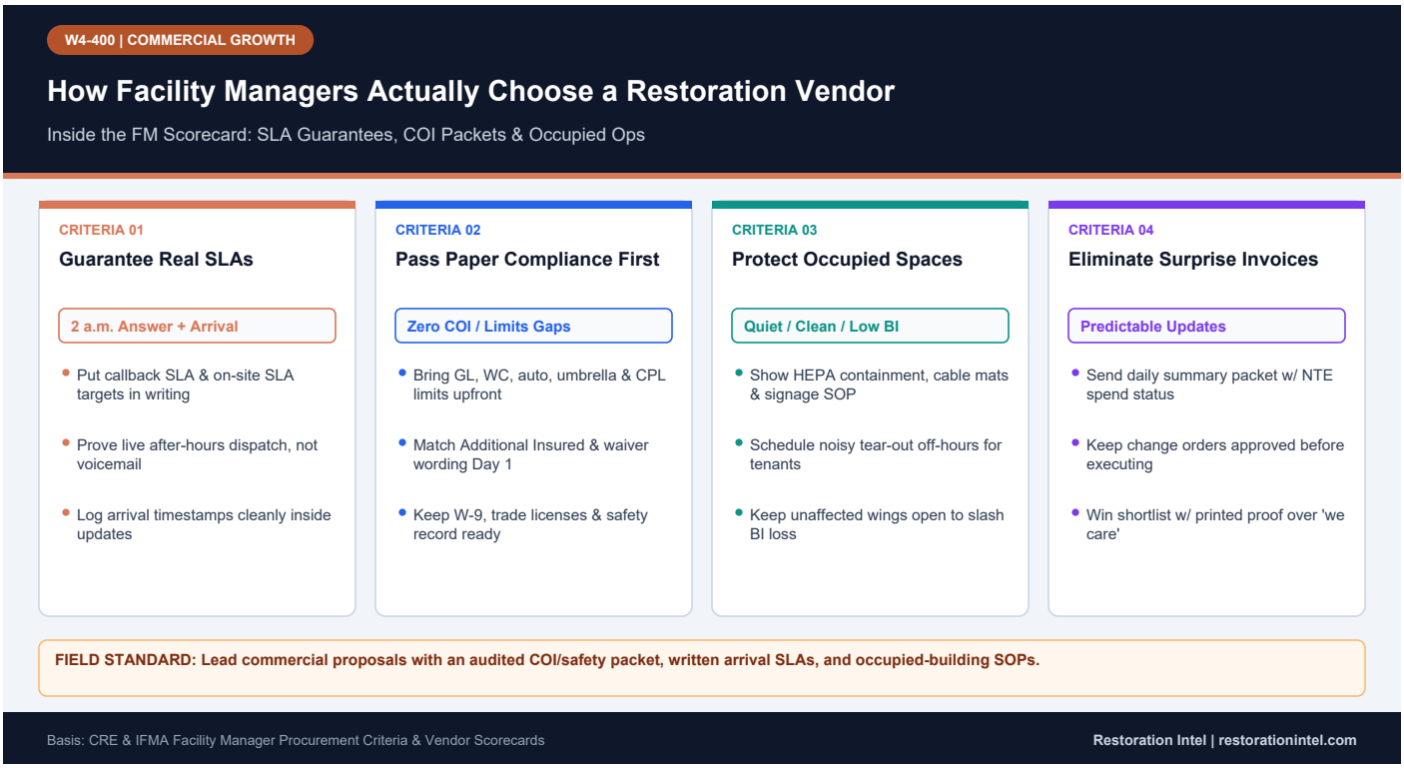
Field Benchmark & Decision Matrix

What the FM Asks	Real Operational Meaning	Put Inside Leave-Behind Packet	Generic Pitch That Loses
How fast can you be here?	Answers at 2 a.m. & arrives ready to stop water	Named callback SLA + 2hr local arrival log proof	'We are 24/7 local family owned'
Are your docs in order?	Will procurement reject your COI on Monday?	Pre-checked GL/WC/CPL COI sample + W-9 + OSHA EMR	Promising to email insurance later
Will tenants complain?	Noise, dust, blocked corridors & angry leases	ICRA/HEPA zip-wall photo & cord safety checklist	'Our guys are very neat and respectful'
Will this bill blow up?	Hidden extras after I already told asset mgr	Transparent NTE signoff + daily burn-rate update	Open-ended time-and-material guessing
Who updates my boss?	Paper trail that keeps FM clean at QBR/audit	Daily 1-page PDF progress summary + dry curve	Disappearing between Day 1 & final bill

Practitioner Operational Takeaways

- Stop pitching intangible service claims—hand facility managers a tight compliance binder proving arrival SLAs, COI/CPL limits, safety metrics, and sample daily updates.
- Remember that preferred-vendor lists are built during dry weather; win a pre-approved slot months before emergencies hit.
- Show tangible occupied-building discipline (HEPA barriers, cord covers, quiet shifts, clear signage) because minimizing tenant disruption is the FM's top priority.
- Keep emergency NTE boundaries and daily cost status transparent so the facility manager never faces awkward budget surprises from ownership.

Visual Workflow & Benchmark Summary



Companion Endpoints & Verified Primary Sources

- **Markdown Twin (plain text):** https://restorationintel.com/how-facility-managers-choose-restoration-vendor.md
- **Emergency Readiness Plans: The Commercial Conversion Tool:** https://restorationintel.com/emergency-readiness-plan-restoration-sales/
- **Commercial QBRs That Keep Accounts Off Rebid Lists:** https://restorationintel.com/the-commercial-qbr-that-keeps-restoration-accounts-from-going-back-out-to-bid/
- **ASHE ICRA 2.0 Containment Guidance:** https://www.ashe.org/icra2