Restoration Project Manager & Contents Division Lead: Initial Scope & Loss-Walkthrough Intake

Canonical Web Version: https://restorationintel.com/restoration-project-manager-contents-division-lead-initial-scope/

Direct Answer: During initial loss-walkthrough intake, a Restoration Project Manager or Contents Division Lead must lock down signed work authorizations, map affected room boundaries and policy sublimit risks, separate structural mitigation from contents custody, and commit to realistic SLA timelines before a single pack-out box enters the truck.

Field Benchmark & Decision Matrix

Intake Checkpoint	Minimum Field Standard	Commercial / Large-Loss Adjustment	Carrier / TPA Risk If Skipped	Decision Owner
Authorization Split	Separate signed contents pack-out and storage agreement from emergency water/board-up work authorization	Obtain corporate officer signature plus COI/leaseholder release for tenant improvements	Carrier disputes pack-out necessity or refuses storage billing after emergency phase	RPM / Division Lead
Peril & Salvage Window	Classify Cat 1/2/3 water, light/heavy smoke, or microbial exposure inside first 24 hours	Coordinate industrial hygienist or environmental clearance before crew entry	Secondary mold or soot etching converts restorable goods into unapproved total loss	Lead Estimator / RPM
Vault & Truck Forecast	Convert affected square footage into estimated box count and palletized vault slots	Reserve overflow climate-controlled racks and dedicated box trucks before mobilization	Double-handling onto temporary trailers erodes gross margin by 10 to 18 points	General Manager
Sublimit & Leave-Behind Log	Require insured to retain cash, prescriptions, firearms, jewelry, and vital papers	Document IT servers, proprietary records, and leased equipment serials with site manager	Bailee liability exposure and uncovered theft or loss claims against contractor	RPM / Crew Lead
TPA & Carrier SLA Clock	Log carrier claim number, program portal deadline, and preliminary scope photo timestamp	Establish written cadence for phased room approvals with general adjuster	Automatic scorecard penalties and delayed interim draw approvals	Contents Division Lead
Total-Loss Hold Gate	Quarantine suspected non-salvageable rooms with full panoramic and close-up photos	Arrange joint walkthrough with carrier consultant before any commercial disposal	Zero reimbursement for prematurely discarded inventory without model/condition proof	Division Lead / Adjuster

Practitioner Operational Takeaways

• Obtain separate, signed contents pack-out and storage authorization prior to loading any items into company trucks.

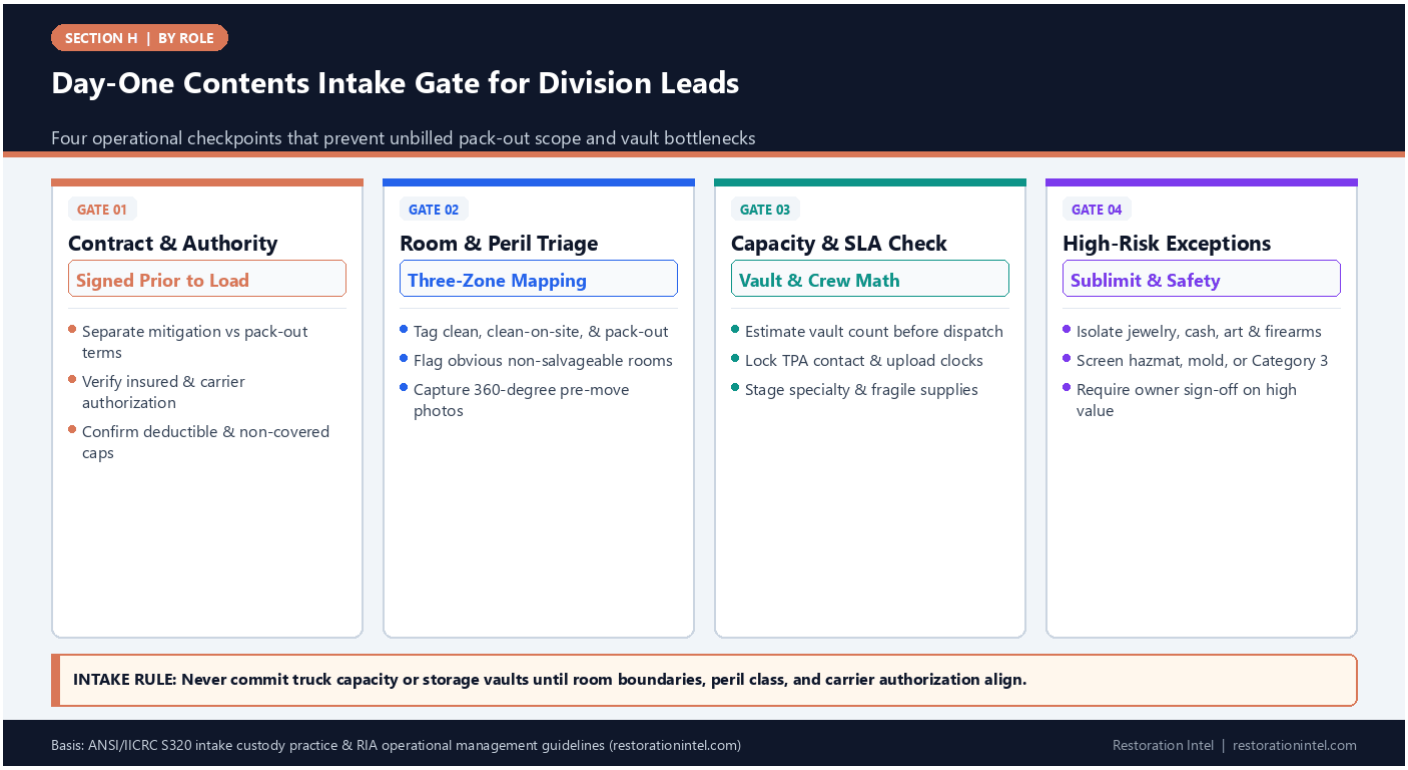
• Complete 360-degree untouched baseline photographs of every affected room, closet, cabinet interior, and storage bay.

• Execute and co-sign the Leave-Behind Protocol covering currency, jewelry, firearms, medications, vital records, and daily electronics.

• Calculate estimated vault count, specialty rigging needs, and warehouse bay availability before dispatching pack-out crews.

• Deliver a same-day intake summary and preliminary ROM scope range to both the policyholder and assigned adjuster/TPA portal.

Visual Workflow & Benchmark Summary



Companion Endpoints & Verified Primary Sources

• **Markdown Twin (plain text):**
https://restorationintel.com/restoration-project-manager-contents-division-lead-initial-scope.md

• **ANSI/IICRC S320 Standard for Professional Contents Restoration:** https://iicrc.org/s320/

• **Restoration Industry Association (RIA):** https://www.restorationindustry.org/

• **Verisk XactContents Platform Overview:** https://www.verisk.com/products/xactcontents/

• **IRMI Insurance Glossary: Replacement Cost Value (RCV):**
https://www.irmi.com/term/insurance-definitions/replacement-cost