

Frequently Asked Questions

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How quickly do you respond?

SI Restoration is proud to say that we are open 24 hours a day, seven days a week and that we respond to emergency calls after regular business hours just 10 minutes after the initial call. In fact, we consistently maintain a 99% success rate in returning calls quickly and efficiently.

For quick service make your first call to SI Restoration.

Why should I trust SI Restoration to help with water damage mitigation and repair, fire damage restoration, mold damage mitigation and restoration, crime scene clean up and/or air duct cleaning?

That's a good question. We know that there are companies that claim to be "The Best" or simply state "Heck, we've been doing this for 20 years." SI Restoration has a different approach. We believe that actual proof, not promises, builds trust. Therefore, posted on our website are copies of testimonial letters from actual customers touting the professional nature of our employees and the quality of our work.

We have also posted just a few of the actual certifications held by our employees as issued from such organizations as the Institute of Inspection Cleaning Restoration Companies(www.iicrc.org) and the National Air Duct Cleaners Association (www.nadca.org).

We are also members of the Restoration Association Incorporated (www.rai.org) and the Society of Cleaning Restoration Technicians (www.scrt.org) Maryland chapter.

SI Restoration has also developed a keen sense of corporate integrity that guides our business practices and makes SI Restoration one of the more

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customer satisfaction driven companies in Baltimore, Anne Arundel, Howard, Carroll, Harford, Prince George, Montgomery County and District of Columbia and other Maryland areas.

Who pays for the water damage, fire damage and/or mold damage services we provide?

In most cases, your insurance provider pays the majority of the bill. Should you need additional help communicating with your insurance company, our staff is prepared to assist you.

Please note that in most cases, we can perform our emergency services without an initial authorization from your insurance company. Please feel free to call our office and ask for more details.

If you are not covered by insurance or do not wish to make an insurance claim, we will be happy to provide you with a detailed estimate for our services. We accept cash, checks and most major credit cards.

What emergency (24 hours a day, seven days a week) services do you offer?

Our Emergency Response Services Include:

- * Emergency [water damage](#) extraction
 - * Installation of Air movers and dehumidifiers
 - * **Emergency board up** of windows and doors after fire or vandalism
 - * Initial **Deodorization** after fire damage
 - * Emergency clean up of **blood, body fluids, and hypodermic needles.**
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SI Restoration service area includes Virginia and Maryland at 1121 Wilso Drive in Baltimore!