



The MONITOR

August/September 2011

The Dry Factor by Jeff Cross, Senior Editor Cleanfax Magazine

Most of your clients ask "How much do you charge?" but what they really care most about is "How long does it take to dry?" Well, at least the good clients care most about that.

After spending time, effort and expertise to get a carpet completely clean, you are one proud technician. But then the client asks: "How long will it take to dry?"

You look the customer in the eye and wonder (to yourself, of course)... "Just how long will it take to dry?" You may have no idea. You wouldn't be alone in the professional carpet cleaning arena.

We all know that we face the inevitable "How much do you charge?" question. The drying question is not far behind.

Horror stories

It's been known to happen: You

hear that a carpet is professionally cleaned and it takes a day — or even two days — to completely dry. Sometimes it takes longer. Hard to believe? Believe it.

That's a time frame unacceptable in today's world of modern carpet cleaning equipment and especially with the popularity of low moisture cleaning.

Any carpet still wet after 24 hours can be susceptible to musty smells and all kinds of complaints. That will only create trouble for your cleaning company.

The low moisture debate

When asked how long a carpet will take to dry, your answer will depend on many factors, such



Photo courtesy Adam Cox

Introducing moisture during cleaning is a hazard of the job. Removing it effectively and reducing dry time should be part of your cleaning protocol.

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LAS VEGAS CONNECTIONS CONVENTION AND TRADE SHOW **Should YOU Go?**

by Bruce DeLoatch

Whether hiring an employee, purchasing a piece of equipment, taking a training course or in this case attending a conference, there are only three reasons you make any business investment: to increase profits, decrease expenses and/or reduce stress.

I am confident attending the Connections Conference and Trade Show, September 7-11 in Las Vegas will help me (and you) do all three.

Right from the beginning -9:00 am on the first day- **Steve Toburen** will expose "Top 10 Business Mistakes that Cleaners and Restorers Make". This presentation will help you **decrease expenses.** Steve is the "real deal" and one of my personal heroes. His presentation alone will be worth the admission price.

Tracy Repchuk, bestselling author of *31 Days to Millionaire Marketing Miracles* will

present "Internet Marketing for Multiple Streams of Income". Tracy shows you the ingredients missing from your internet marketing plan and **how to hit the top of Google**, keeping your pipeline full of quality prospects. Sure sounds like she will help you "increase profits".

What's amazing is that this is only about 3 hours into a 4 day event! Find out what is new and exciting in the industry at the Trade Show. Network and have a great time in Las Vegas. See a show and have some great meals. But be careful in those casinos or you could increase stress!

Go to connectionsconvention.org to register. **SCRT Members save \$100 off registration!** Register before August 19th to save another \$55. SCRT Members get the POWER OF 3 event on Saturday FREE, saving and additional \$197!

Register at www.connectionsconvention.org or call 888-881-1001 ext 104.

Mention that you are Member of SCRT to get \$297 in total discounts!

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The View from the President's Desk

A Message from Gary Glenn

By the time you read this, the Connections Conference & Trade Show in Las Vegas will be upon us. The 13 trade associations along with Meeting & Events have been working hard to bring the industry another awesome show. We will be building another structure again this year, only better and larger. We have more hands-on scheduled than even in previous years. I urge each of you to take a look at your circumstances and try to make it out to Connections this September 7-10. You will not regret it. The knowledge, friendships and networking opportunities can't be beat.

We are also working with a local group of people in the Las Vegas area who feed the homeless. If you donate either canned goods or cash, you receive tickets for a drawing at the end of the show for a flat screen television.

Some other great news coming out of the IICRC is the changes in the structure of the board. We all know that it takes forever and a day for them to get anything accomplished. It is a quagmire. The size of the board is being reduced. Now instead of each association having representation, the entire board will represent all associations.

Many things are being streamlined. The bylaws are being updated. They are also going to meet four times a year, two times in person and two times in online meetings. The committees will still be intact, but will be charged with getting things completed in a timely manner. My opinion is that hiring Patrick Winters as a paid president has really made a big difference in how our IICRC is run.

I'd like to recognize another SCRT board member this month. Bruce DeLoatch has been on our board several years and in the last two years has taken the position of Vice-President of Marketing. This newsletter that you are reading today is a direct result of Bruce's ability and drive to produce a superior product. This newsletter is his baby. I believe his lovely wife Joanna plays a big part in seeing it to completion though, and it certainly is a professional, first-class newsletter.

Many of you know Bruce as an Instructor in several categories for the IICRC. That is another hat that he wears. He is a varied and talented young man, with a great wife who tries to keep him on track.

Bruce produces a similar newsletter for my company and can for yours also. It is a great marketing tool for either cleaning or restoration. It is a product I promise you that you can afford. It pays for itself every month. Give him a call at 770-318-5982 or email bruce@cleanerscoach.com and tell him Gary sent you.

Until next time, *Gary*

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What's Happening Around SCRT?



SCRT is proud to announce the formation of a **Gulf Coast Chapter** to serve the needs of cleaning and restoration professionals along the NW Florida and SE Alabama coastal area. However, we expect to reach as far as parts of Mississippi and Louisiana due to the unique needs of this part of the country, especially in the restoration side of the industry. The first meeting will be held on **August 25th with a Chapter Event to follow on the 26th**. Contact **Jonathan Owens (850)434-9997** or jonathan@cleaningsupplynetwork.com for more information and to get involved. Jonathan is also looking for volunteers to assist as Chapter Officers.

Pennsylvania Chapter Plans October Event

On **July 12, 2011** the **Pennsylvania chapter** held its first meeting at 105 N. Main St., Pleasant Gap, PA. Plans were made for organizing the chapter and a chapter meeting was planned for **Thursday, October 27th** with an **IICRC Approved Odor Control Technician** course taught by Bruce DeLoatch to follow on **Friday, October 28th**. All involved in the cleaning and restoration industry in Central Pennsylvania and surrounding areas are invited to participate in chapter meetings, courses and events. "This is a valuable opportunity to learn from industry experts and other cleaners and restorers," said **Doug Moerschbacher**, SCRT Pennsylvania Chapter President.

Further information will be available on the SCRT website, PA Chapter page, or contact Doug at 814.359.4414 or email doug@cleanswepp.net.

Georgia SCRT to Hold Chapter Meeting and Special Business Planning Event

The next **GA Chapter meeting** is scheduled for August 24, 2011 at Jon-Don in Atlanta with Bill Yeadon presenting a program on advanced spotting. How good are you? There is going to be a spotting contest to see who's the best! Prizes will be awarded. On **October 19th** the **Georgia Chapter** of The Society of Cleaning and Restoration Technicians (SCRT) will host a full-day event at Reets Drying Academy in Sharpsburg GA. The event will focus

on business planning for 2012. Special guest speakers include Chuck Violand, Bruce DeLoatch and Jeremy Reets. SCRT Members will also enjoy a tour of the on-site rug cleaning facility and the Applied Structural Drying (ASD) flood house. Breakfast and lunch will be served as well as snacks throughout the day. Speaker topics will include financial planning, marketing and the latest cleaning and restoration industry trends.

For additional information, contact GA Chapter President, Cara Agerbeck at (800) 634-9091 or cagerbeck@abatment.com.

"The Cleaner's Coach" to visit Michigan SCRT Members in September

Michigan Chapter President Jerry Szpak announced that the August meeting of the Michigan Chapter of SCRT has been moved to September 21st due to a scheduling conflict. SCRT Marketing VP Bruce DeLoatch could not make the August date. This event will qualify for 1/2 IICRC CE credit. The proposed agenda is as follows:

- 4:30-5:00 Registration, Introductions and Socializing
 - 5:00 -6:00 Roundtable Discussion-Client Retention
 - 6:00-7:00 Marketing Presentation
 - 7:00-7:15 SCRT Membership Benefits Presentation
 - 7:15-7:30 Break
 - 7:30-8:30 Introduction to Thermography Basics
 - 8:30-8:45 Conclusion and Networking
- Snacks and refreshments will be served.

On **Thursday September 22nd**, Bruce DeLoatch will present "Total Deodorization", an **IICRC Approved Odor Control Technician course**. For more information or to reserve a seat, contact Michigan Chapter President, Jerry Szpak at (313) 937-1871 or jerry.carpetcare@sbcglobal.net

Getting MORE Social with SCRT

Come join us on Facebook!

You now have access to a new place to discuss business questions & ideas, receive the latest information on events, and stay up to date with current SCRT news. It is also a great way for you to connect with other members.



Check out the photo gallery too. Great pictures of friends and events posted there. Also you can nominate a Member to be featured on the SCRT's FB page.

Now you can see weekly features on fellow SCRT Members, Simply go to [facebook.com](http://www.facebook.com) and search for "SCRT" or you can go to <http://www.facebook.com/#!/pages/Society-of-Cleaning-and-Restoration-Technicians-SCRT>. Don't forget to push the "like" button when you get there!

<<< Dry Factor from cover

as the method of cleaning, the skill of the technician, how large the job, humidity levels and what you do to help remove the moisture before you leave the job site.

The skill of the technician is important. After all, it is possible to overwet a carpet even when using low moisture cleaning; this occurs mainly because of operator error. We are all human, and we make mistakes. Minimizing them is important.

Low moisture cleaning methods should — logically — take less time to dry, and may use no detectable moisture at all, such as with absorbent compound cleaning.

Use the best method to do the best job

Many cleaners today say that low moisture cleaning isn't specifically about how much water is used in the process. They say that low moisture cleaning can be performed with a truckmount or high performance portable; low moisture cleaning isn't particularly the amount of moisture applied to the fiber, but can be defined as the measurement of moisture remaining after cleaning.

In other words, if you use a system that has a typical water flow greater than traditional low moisture methods, but has a recovery system that leaves the carpet fiber as dry as a traditional low moisture method, you are still using low moisture cleaning.

Getting from wet to dry

You may notice that when you clean just one or two rooms in a home or commercial location, drying occurs rapidly — so rapidly that the carpet is dry to the touch by the time you put away your equipment and get ready to leave the job.

But when you clean several rooms, or the entire home or commercial location, odds are increased that residual moisture is higher than you anticipated, even though you followed the exact same protocol and used low moisture cleaning methods.

When cleaning more rooms or square feet, you increase humidity, and it will take longer to dry.

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Practical application

As previously mentioned, using low moisture cleaning is a step to take to accelerate drying, simply because there is less moisture used in the entire process.

Regardless of the method, some cleaners feel that if they simply create ventilation by opening doors or windows that they will effectively accelerate drying.

However, commercial facilities typically have no option of outside air transfer, and have to rely on the heating and air system and your own drying tools.

But if you are able to do a physical air exchange (opening doors/windows, etc.) and the outside specific humidity is higher than indoors, exchanging the air by opening windows or doors will not reduce dry times.

If the outside air is more conducive to drying (lower humidity), then it would make sense to exchange the air. Otherwise, mechanical means such as optimizing the HVAC and using air movers would be best.

Drying tools

As you finish an area, place an air mover in such a way as to create the most airflow, which will sweep moisture away from the air immediately above the carpet and allow more moisture to take its place.

This is called "Bernoulli's Principle" and basically means that airflow across a surface reduces air pressure, allowing moisture to move into that area. Think of how airflow creates lift for airplanes. That same principle helps in the drying of carpet fibers.

There are several types of air movers you can use. The typical air mover pushes air in one direction, yet others will create air movement across the entire floor surface, creating an envelope of dry air directly above the carpet pile, which means faster drying overall.

No matter what you do, implement steps that will get the carpet dry as fast as possible. Put yourself in your client's shoes. They want the job to be clean — and dry — as fast as possible.

Oh, and as cheap as possible. But that's another topic.

Jeff Cross is the senior editor of Cleanfax magazine (www.cleanfax.com) and the creator of Totally Booked University (www.totallybookeduniversity.com). He is an IICRC-approved instructor and teaches certification courses in carpet cleaning, upholstery cleaning and color repair.



Successful Contents Processing Requires Dedication

While your crew is setting up drying equipment on a small fire loss and doing the demo needed for drying, you take a look around. A lot of contents will have to be moved out in order to get to the flooring, which is cupping already.

As your crew begins to move a curio cabinet, the homeowner says "Please be careful. That is my entire Lalique collection." You are not sure what Lalique is, but it sure sounds expensive.

You pull out your smart phone and search "Lalique" and find that the prices range from \$200.00 to \$5500.00 per piece. Damaging just one of those could erase the profit on the entire job. And that doesn't even include the contents that will have to be moved, cleaned and stored while the drying and reconstruction are being done. You begin to wonder if maybe there is a better alternative to a storage trailer.

Contents processing can be rewarding and profitable but success requires an investment in time, money, personnel and training. More than anything else it takes dedication:

Dedicated resources – Equipment and vehicles specific for contents. Using your production vehicles to transport contents is not a good use of that resource, and invites damage. Contents processing demands a variety of specialized equipment.

Dedicated personnel – A crew specifically trained in contents packing and cleaning rather than someone splitting their time, skill and knowledge between mitigation and contents. Think about why you separated mitigation from reconstruction. Onsite mitigation requires a different skill set (technical and interpersonal) from in-plant contents processing.

Dedicated warehouse space – Enough space to prevent the co-mingling of a client's contents with other contents or company supplies and equipment. This helps prevent damage and losses as well as allowing for more efficient operations.

Dedicated Insurance Coverage – Many contractors are woefully underinsured as it



Damaging just one of these expensive or irreplaceable collectibles could erase much or all of the profit on the entire restoration job. Depending on coverage, your insurance provider may not pay in the event of an accident.

pertains to contents, assuming their General Liability policy will cover everything. Check with your insurance agent. Make sure you have coverage during transport to and from the job site as well as inside your facility.

Putting the customer's contents into a storage trailer is usually not the best solution. In most cases, once you remove an item from a structure, you have assumed "care, custody and control" of that item.

Think of what could happen to furnishings stored in a trailer without temperature or humidity controls. Even a small leak in the roof could cause major damage to stored contents. You could find yourself without coverage for those damages.

Unless you have these dedicated resources, I would strongly suggest that you refer the contents portion of your losses to a Contents Processing Specialist, just like you do your textiles, piano moving, pool tables, etc.

In a future issue of the Monitor, I will expose some of the lesser-known pitfalls of contents processing.



Bruce Jones is the Marketing Director at Only Contents. He has been in the restoration industry since 1978, is certified in FSRT and OCT and has focused exclusively on contents for the last three years.

He can be reached at 678-654-7377 or bruce.jones@onlycontents.com

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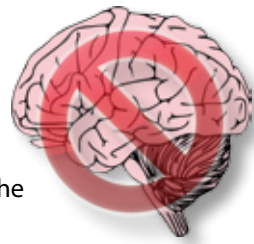
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It may sound TOO-GOOD-TO-BE-TRUE, but the **Hydro Lab Training and Research Center** in Cicero, IN has set up **scholarship opportunities for 80 SCRT members** to attend one of four courses leading to **IICRC certification** in the areas of water damage restoration and microbial remediation at The Hydro Lab Center:



Commercial Drying Specialist (CDS)	20 Scholarships @\$700.00 each
Applied Structural Drying (ASD)	20 Scholarships @\$500.00 each
Water Restoration Technician (WRT/ASD) Combo course	20 Scholarships @\$500.00 each
Applied Microbial Remediation Technician (AMRT)	20 Scholarships @\$300.00 each

Only SCRT "Regular Member" companies in good standing for more than one year at the time of the event are eligible to participate. Members who pay dues quarterly and "Associate Members" are not eligible to participate. The scholarships are intended to help underwrite the cost of the approved event and not for personal, travel, lodging or per diem expenses. Fees will be paid directly to the event's sponsor. Fees due to the IICRC for testing are not included in the scholarship offer. Class descriptions and schedules are available at www.hydro-systems.com. **Go to [scrt.org](#) to download the HydroLab Scholarship Application**

Classes, Seminars and Events from SCRT Associate Members and Supporters

8/8 - 8/9	Advanced Business Strategies	Cicero IN	Hydro Lab 888.776.6708
8/8	EPA Lead RRP Certification Course	Atlanta GA	The Cleaner's Coach 678.250.6001
8/9	Introduction to Thermography	Atlanta GA	The Cleaner's Coach 678.250.6001
8/15 - 8/17	IICRC Water Restoration (WRT)	Atlanta GA	The Cleaner's Coach 678.250.6001
8/15 - 8/19	IICRC Commercial Drying Specialist (CDS)	Cicero IN	Hydro Lab 888.776.6708
8/22 - 8/23	IICRC Health & Safety Technician	Cicero IN	Hydro Lab 888.776.6708
8/22 - 8/24	IICRC Water Restoration (WRT)	Snta Rsa Bch FL	Restoration Coach 800.560.7903
8/23 - 8/24	IICRC Fire & Smoke Restoration (FSRT)	Atlanta GA	The Cleaner's Coach 678.250.6001
8/23 - 8/25	IICRC Applied Structural Drying (ASD)	Sharpsburg GA	Reets Drying Academy 770.712.7293
8/24 - 8/25	IICRC Upholstery & Fabric Technician (UFT)	Atlanta GA	Jon-Don/Atlanta 800.400.9473
8/24 - 8/26	IICRC Applied Structural Drying (ASD)	Cicero IN	Hydro Lab 888.776.6708
8/24 - 8/27	IICRC Applied Structural Drying (ASD)	Snta Rsa Bch FL	Restoration Coach 800.560.7903
8/25 - 8/26	IICRC Color Repair Technician	Atlanta GA	The Cleaner's Coach 678.250.6001
8/29 - 9/2	IICRC Commercial Drying Specialist (CDS)	Atlanta GA	The Cleaner's Coach 678.250.6001
8/26 - 8/26	IICRC Carpet Repair & Reinstallation (RRT)	McKeesport PA	Pemberton's 800.342.2297
8/29	EPA Lead RRP Certification Course	Cicero IN	Hydro Lab 888.776.6708
8/30 - 8/31	IICRC Carpet Cleaning Technician (CCT)	Snta Rsa Bch FL	Restoration Coach 800.560.7903
9/7 - 9/10	Connections Convention Las Vegas	Las Vegas NV	Connections 888.881.1001 ext 104
9/12 - 9/14	IICRC Water Restoration (WRT)	Snta Rsa Bch FL	Restoration Coach 800.560.7903
9/12 - 9/14	Trauma Scene Remediation	Cicero IN	Hydro Lab 888.776.6708
9/12 - 9/16	IICRC Commercial Drying Specialist (CDS)	Fairfield OH	OVR Equipment Sales & Rental 513.874.7478
9/12 - 9/16	IICRC Water & Applied Structural Drying (WRT/ASD)	Sharpsburg GA	Reets Drying Academy 770.712.7293
9/13 - 9/15	ABRA Bio-Recovery Technician Certification	Norwalk OH	Trauma Scene Services 419.663.2819
9/13 - 9/16	IICRC Applied Microbial Remediation (AMRT)	Atlanta GA	The Cleaner's Coach 678.250.6001
9/14 - 9/17	IICRC Applied Structural Drying (ASD)	Snta Rsa Bch FL	Restoration Coach 800.560.7903
9/15 - 9/16	IICRC Carpet Cleaning Technician (CCT)	McKeesport PA	Pemberton's 800.342.2297
9/16	Bio-Recovery Business Seminar	Norwalk OH	Trauma Scene Services 419.663.2819
9/19 - 9/22	IICRC Applied Microbial Remediation (AMRT)	Cicero IN	Hydro Lab 888.776.6708

This information is provided as a courtesy. SCRT is not responsible for errors or cancellations. Please contact the school or sponsor listed to confirm this information, for SCRT Member discounts, or to register. TAKE YOUR NEXT CLASS FOR FREE!

"Just Spray Some Bleach On It"



This amazing photo is from Rachel Adams of Indoor Environmental Management

"This huge mushroom was discovered by a homeowner as she was cleaning out her closet. How do you not notice this?????"

If you have a great cleaning and restoration related photo, send it to bruce@cleanerscoach.com and include your name and location.

SCRT Welcomes 6 New Members!

South Alabama Carpet Care
Ronald Harris
Gulf Shores , AL

Kleenrite
Damon & Darla Hackelman
Champaign , IL

Hawkins Maintenance
Kevin Hawkins
Duluth , GA

Khals Cleaning and Restoration
Steve Wega
Norwalk , OH

Contrail VA Restoration
Jeffrey Reynolds
Forest , VA

Blue Diamond Carpet Cleaning
Paul Demers
State College , PA

9/19	EPA Lead RRP Certification Course	Atlanta GA	The Cleaner's Coach 678.250.6001
9/22	IICRC Odor Control Technician (OCT)	Wayne MI	Great Lakes Steamway 800.654.3537
9/22 - 9/23	IICRC Carpet Cleaning Technician (CCT)	Raleigh NC	Sun-Belt USA 800.334.8418
9/23	Hands-on Media Blasting	Cicero IN	Hydro Lab 888.776.6708
9/26 - 9/28	IICRC Water Restoration (WRT)	Sharpsburg GA	Reets Drying Academy 770.712.7293
9/27 - 9/29	IICRC Water Restoration (WRT)	Atlanta GA	The Cleaner's Coach 678.250.6001
9/27 - 9/30	IICRC Applied Structural Drying (ASD)	Cicero IN	Hydro Lab 888.776.6708
9/28 - 9/29	IICRC Carpet Cleaning Technician (CCT)	Atlanta GA	Jon-Don/Atlanta 800.400.9473
10/1 - 10/2	IICRC Fire & Smoke Restoration (FSRT)	Fairfield OH	OVR Equipment Sales & Rental 513.874.7478
10/3 - 10/7	IICRC Applied Structural Drying (ASD) & WFDS	Sharpsburg GA	Reets Drying Academy 770.712.7293
10/5 - 10/6	IICRC Carpet Repair & Reinstallation (RRT)	Atlanta GA	The Cleaner's Coach 678.250.6001
10/5 - 10/7	IICRC Water Restoration (WRT)	Raleigh NC	Sun-Belt USA 800.334.8418
10/7	Hands-on Advanced Carpet Repair	Atlanta GA	The Cleaner's Coach 678.250.6001
10/10 - 10/12	Hi-Tech Specialty Drying	Cicero IN	Hydro Lab 888.776.6708
10/10 - 10/12	IICRC Water Restoration (WRT)	Snta Rsa Bch FL	Restoration Coach 800.560.7903
10/11 - 10/13	ABRA Bio-Recovery Technician Certification	Norwalk OH	Trauma Scene Services 419.663.2819
10/12 - 10/15	IICRC Applied Structural Drying (ASD)	Snta Rsa Bch FL	Restoration Coach 800.560.7903
10/14	Bio-Recovery Business Seminar	Norwalk OH	Trauma Scene Services 419.663.2819
10/17 - 10/18	Advanced Business Strategies	Cicero IN	Hydro Lab 888.776.6708
10/19 - 10/21	IICRC Water Restoration (WRT)	Cicero IN	Hydro Lab 888.776.6708
10/24 - 10/25	IICRC Health & Safety Technician	Cicero IN	Hydro Lab 888.776.6708
10/24 - 10/28	IICRC Commercial Drying Specialist (CDS)	Sharpsburg GA	Reets Drying Academy 770.712.7293
10/25 - 10/26	IICRC Stone Masonry & Tile (SMT)	Atlanta GA	Jon-Don/Atlanta 800.400.9473
10/26	IICRC Odor Control (OCT)	Cicero IN	Hydro Lab 888.776.6708
10/27	How to Clean, Strip and Seal VCT	Atlanta GA	Jon-Don/Atlanta 800.400.9473
10/27 - 10/28	IICRC Fire & Smoke Restoration (FSRT)	Cicero IN	Hydro Lab 888.776.6708
10/28	IICRC Odor Control Technician (OCT)	Pleasant Gap PA	Doug Moerschbacher 814.359.4414

Remember, SCRT members in good standing for at least 12 months are eligible for scholarships! Scholarships are subject to funds availability. Contact Patti at accounting@scrt.org or (800) 949-4728 for more information about scholarships.

web:www.scrt.org email:info@SCRT.org
Phone:229-883-1202 Toll Free:800-949-4728

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SCRT MISSION:

The Society of Cleaning and Restoration Technicians is a nonprofit trade association for companies of all sizes and sectors in the inspection, cleaning, restoration, and related industries.

The SCRT's mission is to be the *leading worldwide resource* that provides members with up-to-date technical, management, and marketing information.

The SCRT will help companies be successful in ways that demonstrate respect for ethical values, industry coworkers, allied vendors, consumers, communities, and the environment."

SCRT Code of Ethics:

Maintain the highest professional standards of workmanship and service;

Conduct business affairs with **honesty and integrity**, never resorting to unfair trade practices that might adversely affect the image of the association or industry;

Avoid misrepresentation of products and services, false promises, misleading advertising, or any other promotion that might lead to customer misconception;

Share knowledge and experience with the objective of upgrading the industry;

Promote a professional image, offering honest, dependable, competent service.



Inside this issue of **The MONITOR**

The Biggest No-Brainer in the Industry!

(Don't miss out on this slam-dunk opportunity exclusively for SCRT Members)

Las Vegas Connections- Should YOU Go?

SCRT Announces New Gulf Coast Chapter

The Dry Factor- How Much You Clean Matters

Contents Processing Requires Dedication

What's Happening Around SCRT?

From the President- IICRC, Connections and Client Marketing

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