

Response Partners For TMLIRP Members

TMLIRP's Critical Response Program is designed to support our Members after Property Losses. TMLIRP knows that Members may need support for damages after disaster strikes. Due to the vast nature of these events, there will be a high demand for these recovery services, and it may be difficult to mitigate damages and stabilize your buildings. TMLIRP's Critical Response Team can help you get the services you need quickly.

For Immediate Support, Contact TMLIRP at 800-537-6655.



Photo of TMLIRP & SynergyNDS with Governor Abbott and Dr. Ben Carson (U.S. HUD Secretary) in support of Member response & recovery during Hurricane Harvey.

- ✓ NO ADDITIONAL COSTS
- ✓ DAMAGE ASSESSMENT
- ✓ RIDE-OUT TO REBUILD
- ✓ ALIGNED WITH TMLIRP POLICY/FEMA REQUIREMENTS
- ✓ EXTENSION OF MEMBER'S RECOVERY TEAM
- ✓ CONTROLS CLAIM COSTS

To Report A Claim,
Contact The TMLIRP
Claims Hotline At

800.537.6655

24/7 On-Call TMLIRP
Critical Response
Hotline

800.606.1499

<http://www.synergyns.com>



TMLIRP understands the tremendous financial and operational burden that both catastrophic, and everyday losses have upon their Members. Most municipalities do not have full-time disaster response & recovery personnel on staff, and retainers for similar services are outside the financial reach of most public entities; That's why TMLIRP developed the TURNKEY RECOVERYSM Program (TURNKEYSM).

TURNKEYSM was developed immediately after Hurricane Harvey, when TMLIRP realized that widespread flood damages would overwhelm their Members' ability to respond and recover quickly and effectively.

Meeting Your Needs

TMLIRP called upon SynergyNDS, a Response & Recovery Management organization with decades of municipal experience, to assist their Members with immediate emergency response services. These services included boots-on-the-ground support of TMLIRP Members in the form of real-time damage assessments, water extraction, drying, tarping, and stabilization; as well as assistance with developing accurate scopes of work for the eventual repair of covered assets. After damages were mitigated and stabilized, Members who needed recovery support elected to continue to use TURNKEYSM to manage the build-back/repairs of their covered assets. This included finalizing scopes of work, procuring products and services, daily management of projects, and coordination with the Member to ensure work was completed to their satisfaction. The time and financial resources saved by TMLIRP Members allowed them to focus their attention on the immediate needs of their citizens. TURNKEYSM was so successful after Hurricane Harvey that TMLIRP decided to offer it to all Members in the Pool and expanded it to include significant daily Member losses, such as fires, significant water damage, wind/hail damage, etc.

Your Resource

TMLIRP Members may request participation in TURNKEYSM after a loss by signing a TMLIRP Member Election Form. Costs covered under the Member's claim will be paid directly by SynergyNDS and submitted to TMLIRP. TMLIRP will pay SynergyNDS for all covered claim costs, including management fees. All services performed by SynergyNDS are reviewed and approved in advance by Member and TMLIRP's Claims Department. Members are only responsible for non-covered costs, such as their deductible and any capital improvements desired during the build-back process. In the event there are costs that are potentially not covered, it is SynergyNDS' responsibility to notify all involved parties for direction/approval prior to accepting or incurring these costs.

TURNKEYSM is intended to provide Damage Assessments, Demolition Services, Stabilization of buildings/structures, Restoration & Reconstruction scope-of-work, Coordination and Project Management of Contractors, and possible FEMA Public Assistance support. However, this program is flexible to fit only the individual needs of a Member by eliminating services not needed and/or limiting services to only certain properties.