

HOMEOWNER EMERGENCY GUIDE

What To Do After a Fire or Water Emergency

Follow these steps to protect your family, your property, and your insurance claim.

Step 1 — Immediate

🛡️ MAKE SURE EVERYONE IS SAFE

- ❑ Do not re-enter until emergency personnel say it's safe
- ❑ Watch for unstable structures, slippery floors, exposed wiring
- ❑ Avoid standing water — may contain contaminants or electrical hazards
- ❑ Shut off water/electricity only if instructed by professionals
- ❑ Keep children and pets away from damaged areas

Safety first. If anything feels unsafe — wait for professional help.

Step 2 — As Soon As Safe

📸 DOCUMENT WHAT YOU SEE

- ❑ Take photos and videos of all visible damage before moving items
- ❑ Capture wide shots and close-ups of all damaged areas
- ❑ Make a list of affected rooms and major items
- ❑ Save receipts for emergency expenses (hotel, food, supplies)

This documentation helps your insurance claim move faster and more smoothly.

Step 3 — Within 24 Hours

📋 NOTIFY YOUR INSURANCE

- ❑ Call your insurance company to open a claim ASAP
- ❑ Ask about emergency mitigation coverage and next steps
- ❑ Verify coverage — ask if you have ACV or replacement cost coverage
- ❑ Write down your claim # and adjuster contact info

Remember: You have the right to choose your own restoration contractor.

Step 4 — Critical

⚠️ AVOID THESE COMMON MISTAKES

- ❑ **Do NOT** throw away damaged items before insurance documents them
- ❑ **Do NOT** start major cleanup without approval
- ❑ **Do NOT** plug in wet electrical equipment
- ❑ **Do NOT** sign contracts you don't fully understand
- ❑ **Do NOT** assume damage is surface-level — hidden moisture causes mold

⚡ WHAT HAPPENS NEXT — YOUR RESTORATION PROCESS

- Emergency stabilization and water extraction
- Damage assessment and full documentation
- Repairs, rebuilding, and final restoration
- Structural drying and moisture monitoring
- Coordination with your insurance adjuster
- Final finish work — your home fully restored

🔍 HOW RESTORU SUPPORTS YOU THROUGH ALL OF IT?

- ✓ 24/7 emergency response
- ✓ Licensed and insured in Wisconsin
- ✓ Fire, water, storm, mold, repair & remodeling
- ✓ IICRC-certified restoration professionals
- ✓ Direct insurance documentation coordination
- ✓ 3-Day Dry Billing Guarantee

SCAN ME



CONTACT US

📞 (877) 685-9287 | Call 24/7 Emergency Line

🌐 RestorU.net | Visit our website

✉️ Hubbell@RestorU.net | Request Help Online

IICRC Certified | Licensed & Insured WI | 24/7 Emergency

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OUR WEBSITE