

What To Do After a Fire or Water Emergency



RESTORU

🔥 fire 💧 water 🌀 wind ❄️ hail

📞 **Call 24/7 Emergency Line:** 877-685-9287 | 🌐 RestorU.net | ✉️ **Request Help Online:** Hubbell@RestorU.net

Experienced fire, smoke, or water damage, this guide will help you take the right next steps to protect your family, your property, and your insurance claim.

Step 1: Make Sure Everyone Is Safe

- Do not re-enter the property until emergency personnel say it is safe.
- Watch for unstable structures, slippery floors, exposed wiring, or sharp debris.
- Avoid standing water — it may contain contaminants or hidden electrical hazards.
- If safe, shut off water or electricity only if instructed by professionals.
- Keep children and pets away from damaged areas.

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

Step 2: Document What You See

- Take photos and videos of all visible damage before moving items.
- Capture wide shots and close-ups of damaged areas and belongings.
- 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: Notify Your Insurance Carrier

- Call your insurance company to open a claim asap.
- Ask about emergency mitigation coverage and next steps.
- Verify coverages with insurance agent. Ask if you have actual cost coverage or replacement cost coverage.
- Write down your claim # and adjuster contact info.

Trusted by industry and insurance professionals, homeowners, and first responders.

You have the right to choose your restoration contractor.

Step 4: 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 understand.
- Do not assume damage is only surface-level — hidden moisture causes mold.

Step 5: What Happens Next

- Emergency stabilization and water extraction
- Structural drying and moisture monitoring
- Damage assessment and documentation
- Coordination with your insurance adjuster
- Repairs, rebuilding, and final restoration

Our goal is to restore your home safely, efficiently, and with minimal disruption. We handle it all so you don't have to.

How RestorU Supports You

- 24/7 emergency response
- Licensed and insured in Wisconsin
- IICRC-certified restoration professionals
- Direct insurance documentation coordination
- Residential and commercial restoration
- Fire, water, storm, mold, repair & remodeling
- 3-Day Dry Billing Guarantee — drying charges capped after day three