

EMERGENCY SERVICES

Call the main office at
(986-9300 Ext. 11) and be
connected to our 24 hour
dispatch.

We have developed a state
of the art “**Emergency
Response Unit**”, which
provides our technicians
with the proper equipment
and materials to handle your
emergency
service.

Remember, day or night
make your first call be to
FIRSTCALL.

986-9300

FIRSTCALL
construction
Remodeling & Restoration

24 Hour Emergency
Services Available

OFF: 515-986-9300

FIRE

WHAT DO I DO NOW?

**A STEP BY STEP
GUIDE TO HELP
YOU THROUGH A
FIRE DISASTER**



*Provided by
FIRSTCALL CONSTRUCTION*

RECOMMENDED STEPS OF ACTION

1. Place a call to your insurance agent and/or the insurance claims department and **report your loss.**
2. Call a qualified restoration company that offers **emergency services** to secure your property with plywood, etc. (Emergency services are covered on your homeowners' policy.)
3. If your home is uninhabitable, **seek temporary housing**; friends, family, or hotel. Make sure the insurance company and others involved can reach you by phone, etc. (Temporary housing is covered under most policies; keep receipts on any living expenses that you incur.)
4. **Do not re-enter the dwelling** until a qualified person has determined the structural integrity of the dwelling for

safety.

5. After the dwelling has been determined safe to enter, **only remove your small valuables and keepsakes**, such as jewelry, firearms, important documents, photo albums, etc. The other contents will be inventoried and removed after the cause of the fire has been identified. (This is the responsibility of your assigned claims adjuster to inform you on the timing.)

6. The insurance restoration process of your home is broken down into the following two areas:

Cleaning: This generally includes cleaning of contents, walls, ceilings, and floors. (This is usually done by a professional restoration cleaning company.)

Structural repairs: This includes anything associated with putting your home back together as like or better than the condition before the loss. (This should be done by a qualified company that specializes in fire damage restoration; they

should also be trained in odor elimination and structural reconstruction.)

7. **Inventory damaged contents.** Contents will be classified as undamaged, cleanable, or uncleanable and/or damaged. The uncleanable and/or damaged contents need to be inventoried and a replacement cost assigned to each item. A restoration cleaning service company will help in determining the cleanability of the contents.

8. **It is your choice to pick** which company makes the structural repairs to your dwelling. Choose the one that you feel will communicate and work with you the best. Normally, the adjuster will want two or three estimates so that they can determine the amount of loss. Then it is **your choice** which company you hire, as long as the price to restore is agreed to by all parties. (Most policies will replace and/or repair the condition of your property in like or better condition than before the fire.)

The information provided in this brochure is intended to be complete, accurate, and helpful; however, is subject to change.

Restoring Property...Helping Restore Lives