



*This Is No Time  
For Second Best™*

**PAULDAVIS**  
RECOVER • RECONSTRUCT • RESTORE



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The Paul Davis team of professionals is available to you throughout the entire Recovery, Reconstruction and Restoration process.

**We are available 24 hours a day to respond to emergency calls for:**

- Fire & smoke damage cleanup
- Emergency board-up and tarping
- Water extraction & drying
- Deodorizing surfaces & odor removal
- Mold remediation

**Paul Davis Restoration**

**South Bay**

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Each franchise office independently owned and operated.



**FIRE DAMAGE  
RECOVERY GUIDE**



When a fire emergency occurs, Paul Davis professionals are trained to navigate the crisis and begin your recovery process. Paul Davis professionals are available 24 hours a day, seven days a week to respond to your emergency. Our Emergency Recovery Team is trained to care for both your property and your immediate well-being.

Our expertise will diminish the severity of your property damage, as well as reduce the length of time you are inconvenienced and out of your home. Victim Assistance is available as soon as Paul Davis Emergency Recovery is on site offering professional, personalized care and making sure you are safe and secure.

Knowing the proper steps to take immediately following a fire can help reduce the severity of the damage.





## Actions to Take Immediately Following a Fire

- Seek medical attention immediately if necessary
- Contact family and friends
- Contact your insurance company
- Secure shelter for you and your family for the next 72 hours
- Gather prescriptions, refill information and important medical history
- Retrieve important documents such as wills, passports, birth certificates
- Take several days' worth of clothing for each family member
- Turn off all utilities if possible
- Arrange for pet care
- Have the property secured

### First 24 Hours

Once your family's immediate needs are met, focus on properly securing the property to prevent further damage, to include:

- Emergency board-up
- Structural stabilization
- Roof tarp
- Temporary power needs
- Winterization of property (if necessary)

**Paul Davis professionals can assist you with all of these prevention methods.**

### Next 24 – 48 Hours

Upon arrival, the Paul Davis cleaning technicians will conduct a room-by-room inventory of your personal property. The items will be secured and delivered to the Paul Davis facility. We will accurately track, secure and store your personal property until the restoration process is complete.

Through the proper cleaning methods utilized by Paul Davis professionals, several items from your personal property are restorable. These items include, but are not limited to the following.

- Artwork and collectible items
- Electronics (computers, TVs, video games, security systems, appliances)
- Documents (books, photo albums, certificates, files)
- Textiles (clothing, bedding, towels, rugs, leather, draperies, stuffed animals)

## DO's and DON'TS After a Fire

**DO** contact your insurance company or insurance agent immediately to file a claim.

- This step will alert them about the fire and allow them to assign a claim representative, who will set the claims process in motion. The representative will walk you through the process of finding temporary living quarters and meeting other immediate needs.

**DO** wait for the fire department to release the scene before entering your home.

**DO** make arrangements to protect your property from further damage or theft.

- This should include boarding up broken windows or doors, providing temporary power, and drying the building to prevent additional water damage or mold.

**DO** take with you any valuables such as jewelry, cash, and credit cards if your home is uninhabitable.

**DO** keep all receipts for additional living expenses related to your fire, which may include hotel receipts, food purchases, etc.

**DO NOT** enter a property that has sustained heavy fire damage unless it has been inspected and deemed safe to re-enter.

**DO NOT** disturb the point of origin of the fire. In order to determine the cause of the fire, your insurance company may conduct an origin and cause investigation.

**DO NOT** throw away anything damaged by the fire. If you do not have documentation of your loss you may not be compensated for it.

**DO NOT** enter the premises if you have any pre-existing medical conditions that may be aggravated by a smoke odor environment.

## Be aware of the following as you proceed with your claim:

- An adjuster will likely be assigned to your claim. Your restoration contractor will work closely with your adjuster to return your property to its pre-loss condition. It is the adjuster's responsibility to make sure you are fully compensated for your loss. You do not have to pay extra for their assistance as it is included in your policy's premium.
- Be advised, if you contract the services of a public adjuster that you will be obligated to pay a set percentage of your total claim settlement to that public adjuster firm. You must then make all necessary repairs with the balance of that settlement.
- You may take, and be fully compensated for, the reasonable costs of Emergency Services to safeguard your property from further damage after a loss.
- If you have secured adequate coverage, you are entitled to be paid for the replacement value of fully restoring your property to its pre-damage condition.
- You are entitled to employ a full-time restoration professional who is licensed, insured, of good reputation, and can demonstrate his capabilities, availability, skill, and experience in insurance damage restoration.
- You are entitled to materials and workmanship fully equivalent to your existing installation in kind and quality.

