



WATER MITIGATION
HOUSE FLOOD CLEAN-UP
HURRICANE CLEAN-UP
MOLD REMEDIATION
MOLD TESTING AND INSPECTION
FIRE RESTORATION
SMOKE/SOOT CLEAN-UP
AIR DUCT CLEANING
BIO-RECOVERY/CRIME SCENE CLEAN-UP

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WHEN THE FIRE TRUCKS LEAVE . . .

What happens
now?

Who should I
call?

What about my
insurance?

What services do
I really need?

Where do I
start?

A GUIDE TO FIRE RESTORATION AND RECOVERY

DECISIONS AHEAD



The sudden shock and trauma that house fires bring can be overwhelming. Your newly extinguished interior may seem unrecognizable, Your house may look more like the wake of a violent tornado, where things have been shifted or destroyed (or both), and the devastating scene makes the next step unclear. However, when the fire trucks leave, the damage is still on-going and increases over time. As damage increases, so does the cost of restoring the property.

If your home can be saved, it is vital that you put an effective restoration plan in place as quickly as possible.

Why We Care

Enviro-Clean Services, Inc. is one of many great restoration companies in the Gulf Coast region. Our company started in 2002 in residential / commercial mold inspection and remediation, and has grown into a three-tiered, 24/7 emergency response and restoration service, capable of handling all stages of water and fire restoration and cleanup. ECS also performs boardup of the home, HVAC and airduct cleaning, crime scene and bio-hazard cleanup, and interior / exterior reconstruction projects.

As we grow, our ties to family, friends, and other local businesses keep us humble, seeking to help others and to enrich our community through our work and in our lives. Restoration is a compassion-based business, and even though the companies are paid, their workers *volunteer* to put their lives on hold in the event of an emergency call, any time or day.

If you still have questions about the restoration process, please call ECS at (985) 872-0697. We will be happy to assess your needs free of charge, answer your questions, and help you get the most from your insurance coverage.

PROCEED WITH CAUTION

The steps on page 5 are non-negotiable in any fire restoration project. Make sure that whoever is restoring your property addresses these points in their proposal, and keep the flow of communication going throughout the process. Armed with this information, you can make the best decision on a contractor and get the best value and service for your money!

DISCOUNTS FOR FIRE VICTIMS

Dry-cleaners, storage facilities, carpet cleaners, restoration companies, and other local businesses have joined together to help you! As a fire victim, you can access discounts ranging from 10 to 50% off of products and services you'll need over the next few weeks.

This is a free, no strings service offered only to victims immediately affected by the fire. If you or someone you know is a recent fire victim, call Enviro-Clean Services, Inc. for an authorization code and discount card with a list of our partners.

THE FIRST 24 HOURS

What should you do?

- 1) Try to remain calm. Focus on moving forward. Remember that your health and your family's well-being are more valuable than anything you may be able to save from the fire. Follow the fire department's advice on whether or not the property is safe to re-enter.
- 2) Contact your local disaster relief service (such as Red Cross) if you need immediate housing, food, clothing or medicine.
- 3) Contact your insurance provider for instructions on securing the property and choosing a restoration company. Your home may need to be boarded up initially to protect from weather, theft, and other intruders. If you are uninsured, contact a restoration company directly.
- 4) Working with your insurance and a licensed restorer, conduct a detailed, written and photographic inventory of all your belongings. **DO NOT THROW AWAY ANYTHING UNTIL AFTER THE INVENTORY IS COMPLETED.!**
- 5) Try to locate, if you can: your identification/ your insurance information, eyeglasses, hearing aids, etc. and other valuables such as credit cards, jewelry, bank books and cash.
- 6) Notify your mortgage company about the fire.
- 7) Begin saving your receipts on spending related to the loss. These may be used later by your insurance or for special recovery tax benefits.
- 8) Let the restoration company take care of your property while you begin contacting the necessary parties about your new housing arrangements.

COMMUNICATION IS KEY

There are many individuals and entities who should be made aware of your relocation. Some might include:

Your Insurance Company

Your Mortgage Company

Family and Friends

Your Employer

Your Child's School

Utility Companies

The Post Office

Fire and Police Departments

Any Delivery or Routine Home Services

Communication is a key component of the restoration process. A good restoration company will act as the link between you and your insurance adjustor, communicating with both so that everything you need is addressed and approved in a timely manner.

Most of the services you'll need should be covered by your insurance. If there is a service your restorer feels is necessary that is not covered by your policy, the restorer should bring it to your attention and get your approval on the cost before doing anything else.

FIRE RESTORATION CHECKLIST

- Determine the extent of moisture damage and begin structural drying with professional dehumidifiers, fans, etc.*
- Complete a full inventory list with pictures of contents and begin packout, if necessary.*
- Begin application of chemicals to surfaces to safely remove soot and smoke odor. Meanwhile, set up air filtration systems and begin ozone treatment of contents and dry-cleaning of fabrics and upholstery offsite.*
- Begin dry ice blasting or chemical scrubbing of affected areas in attic.*
- Repack newly restored contents (if necessary) and store at a climate-controlled facility.*
- Begin spray application to encapsulate all exposed building materials (studs, rafters, attic) with an approved antifungal and deodorizing agent.*
- Begin floor cleaning with restorative chemicals. Evaluate odor and soot removal goals to determine finishing touches and thermal fog with a deodorizing agent.*
- Return contents (if taken) and unpack to the homeowner's specifications while checking each item against the original inventory.*
- Complete final walkthrough and determine if any other areas need to be addressed.*