

WATER DAMAGE INFORMATION

Immediate Steps To Take:

- *Shut off water to all flooded areas.
- *If necessary shut off the power.
- *We can walk you through these steps until our technicians arrive.
- *Every moment you wait leads to further damage.
Water can absorb into the walls at a rate of 6" an hour.
- *Call a professional, licensed, bonded, and insured company to begin the clean up.
- *Your insurance wants you to take care of problem immediately. **DO NOT WAIT!**

DO'S:

- *Remove as much water as possible by mopping or blotting with large bath towels. Be careful of color towels that may bleed.
- *Move what furniture you can out of the water to save from damage. Start with antiques or custom items. Aluminum foil will work to block items from the water.
- *Wipe off furniture and items of moisture.
- *Prop up wet upholstery and cushions.
- *Lift cloth items off of the floor. (Drapes, bed skirts, sofa slip covers)
- *Move rugs to dry area
- *Move valuable pictures, paintings and art to a safe dry place.
- *Open doors or windows to circulate air.
- *Ceiling fans can be used for circulation if electrical wasn't affected.
- *Pick up books, magazines, and other small items off the floor.
- *Stay away from areas where the ceiling is sagging.

DON'TS:

- *Don't use a household vacuum to remove water.
- *Don't use electrical appliances or electronics. This may result in serious injury.
- *Don't use ceiling fans if the ceiling is wet.
- *Don't wait until Monday if damage happens on the weekend.**

Should I call my Insurance Company before I call a Restoration Contractor?

Approximately 85% of all disasters occur at night or on the weekend. In these cases, you do **NOT** want to wait to contact your insurance company before calling a restoration contractor. Standard homeowner's insurance policies obligate you to prevent additional damage to your property.

Failure to do so may violate the terms of your policy and put you at risk for additional expense.

Once your insurance company is notified, we will work with your insurance adjuster and manage the claim for you so you get the most from your policy. We will also pack out and inventory your contents as well as provide documentation to your adjuster.

Will my Insurance Company Raise my Premiums if I file an Insurance Claim?

Typically insurance companies do not raise a property owner's premiums because they file a claim. Several claims made within a few years, however, may result in an increased premium. Some insurance companies offer a "claims free discount" to discourage homeowners from opening claims. These discounts are small, however, compared to the value of restoring your home.