

STEPS TO TAKE WHEN A

FLOOD

HAPPENS IN
YOUR HOME



01



Ensure You Are Safe

A flood in your home could put you and your family at risk of shock or electrocution if appliances and electronics are plugged in while in contact with water. Sparks from this contact could also cause a house fire. Be very cautious when assessing the situation.

02



Call Emergency Restoration/Insurance

Our Emergency line is open 24/7/365 with a live technician on the other line ready to answer any of your questions 1-800-363-3473. Your insurance company will also have a list of contractors to call if you do not have a contact number yourself.

03



Take Photos

If you are safe to stay in your home, take photos of the damages and the progression of the water level. This will act as a record of reference for your insurance company, contractor, and yourself.

04



Take Sanitary Measures

To protect you and your family from potentially dangerous chemicals or bacteria, wear protective clothing (i.e. gloves, boots, mask) when in the vicinity of the flooded area. Even if the water looks clean it could be contaminated with sewage or pathogens.

05



Protect Your Belongings

If safely accessible, collect any valuable or sentimental belongings and stow them away in a protected area. Take inventory of items that are damaged before you move anything. This will make the process of replacing/restoring your personal property easier.

06



Mitigation Begins

From there the Restoration company will step in and begin the water and mold mitigation process immediately. This needs to happen as soon as possible to avoid microbial growth and further water damage.