



# FIRE RECOVERY FAQS

**LET THE EXPERTS HANDLE YOUR  
QUESTIONS ABOUT THE FIRE DAMAGE  
RESTORATION PROCESS**



## FREQUENTLY ASKED QUESTIONS

Seeing your property and possessions consumed by fire is one of the most severe losses that a home or business owner can experience. At ServiceMaster Restore®, our goal is to restore your property and your peace of mind after experiencing fire damage. We understand that the restoration process following a fire can be daunting, and will work with you to answer any questions you may have.



**Q How long will the restoration process take?**

**A** Because there are many variables and many services involved in fire and smoke restoration, it is difficult to predict exactly how long the complete restoration will take. Consult with your ServiceMaster Restore Restoration Technician on the estimated dates and phases of your restoration project.

**Q What are some safety concerns?**

**A** At ServiceMaster Restore, occupant and worker safety is top priority. During the initial inspection, safety hazards are identified and addressed, including debris removal, air quality, electrical hazards, slip and trip hazards, etc. Burnt electrical cords and appliances are separated out for disposal, and questionable electrical appliances are unplugged and tagged for evaluation of safe operation.

**Q What items do I keep in my possession?**

**A**

- Cash
- Medications
- Valuable Jewelry
- Personal Documents
- Flammables
- Pets
- Weapons/Ammunition
- Valuable Collections

**Q Can I turn on my heating and air conditioning unit?**

**A** We recommend that you not turn on your furnace or air conditioning unit without clearance from the HVAC contractor.

**Q Can I clean it myself?**

**A** We suggest that you do not attempt any “do-it-yourself” cleaning methods. Pretesting, using the right cleaning agent for the particular item, mixing deodorizing agents with cleaning solutions and using correct dilution rates are just some of the ways our highly trained fire restoration technicians expertly control the results.

**Q Do my belongings need to be moved away from the premises?**

**A** Depending on the extent of the fire, it may be best to remove all belongings to a secure facility for cleaning, storage and to make room for restoration or construction. ServiceMaster Restore will work with you and your insurance claims representative to manage this process.

**Q What about special items like artwork, china, heirlooms, etc.?**

**A** Some high-value items require restoration by a specialist. Working with your insurance claims representative, we can help you identify these and locate a qualified restorer.

**Q How do I keep track of non-restorable items?**

**A** We recommend you make a list of items (including food items) deemed nonrestorable. Use a format that includes quantity, cost, and year purchased. Make a copy for your insurance company and keep one for yourself.

# CONTENT MANAGEMENT

**Q** Will I have access to my belonging while they are in storage?

**A** Yes, with advance notice we can schedule time for your ServiceMaster Restore Project Manager to meet with you and provide access to your requested items. A service charge may apply.

# RECONSTRUCTION

**Q** How long will the reconstruction project take?

**A** Because of the many variables involved, it is difficult to predict exactly how long the reconstruction project will take. Consult with your ServiceMaster Restore Project Manager on the phases of your reconstruction project and estimated completion date.

**Q** What does pre-loss condition mean?

**A** ServiceMaster Restore is responsible for returning your home to how it was before damage occurred, or its pre-loss condition. We use materials of like kind and quality. There may be some damage that existed prior to your loss. Therefore, these damages have not been included in the scope of repairs. At your request, ServiceMaster Restore will provide you with an estimate for any additional renovation projects, also called non-insured work.

**Q** What is non-insured work?

**A** Any renovation project unrelated to your loss is considered non-insured work. At your request, ServiceMaster Restore will provide a separate estimate for a non-insured renovation project, and we will require separate authorization and payment terms. If non-insured work will delay the completion of an insured portion, then the situation must be discussed with your Insurance Adjuster and the ServiceMaster Restore Project Manager.

**Q** Who is responsible for paying for these services?

**A** Ultimately you, the property owner, are responsible for payment and will need to sign a form authorizing payment for the restoration services. If this is an insurance claim, ServiceMaster Restore generally collects only the deductible (co-payment) amount from you and bills the balance to your insurance provider as a service to you. If you have a large loss, your mortgage company may be included as a payee on the payment from your insurance company, and you may need to obtain a signature from them as well. If your claim is not covered by insurance or you decide not to file a claim, you will be expected to pay in full.



ServiceMaster 24 Hour

866-623-6633

[www.sm24hr.com](http://www.sm24hr.com)