

## FIRE & SMOKE DAMAGE

Call us for assistance: 207.827.4205

### Appliances/Electronics

Do not use any TV, stereo, computer, or other electronic appliance until it has been cleaned and checked. If power is out, empty freezer and refrigerator.

### Art Objects/Paintings/Photos

Do not try to clean art yourself; you may do further damage. Special handling and cleaning products are required.

### Flooring/Carpeting

Do not try to clean floors yourself; you may do further damage. Special handling and cleaning products may be required. Your service provider will be able to advise you on each floor surface.

### Packing/Storage/Cleaning

It is recommended that this step happens as soon as possible. Ask how we can be of assistance.

### Doors

Close doors in affected areas to localize smoke odors as much as possible.

### Food Items

Do not consume food items exposed to smoke or canned goods that have been subjected to excessive heat.

### Plumbing

Your emergency service provider can assist you with draining and winterizing your heating system if freezing temperatures are imminent. Ask how we can be of assistance.

### Furnace

Your emergency service provider can assist you with changing the furnace filters. Ask what we can do to be of assistance.

### Furniture

If possible, avoid using upholstered furniture. Your emergency service provider can arrange for cleaning.

### Pets & Plants

Remove all pets to a clean environment. Wash plants in mild soap and water, cleaning both sides of the leaves.

## WATER DAMAGE

Call us for assistance: 207.827.4205

### Art Objects/Paintings/Photos

Remove valuable paintings and photos from wet walls. Transfer all art objects to a safe place.

### Books/Magazines

Do not leave books, magazines or other colored items on wet carpet or floor.

### Flooring/Carpeting

Do not try to clean floors yourself; you may do further damage. Special handling and cleaning products may be required. Your service provider will be able to advise you on each floor surface.

### Ceilings

Punch small holes in sagging ceilings to relieve trapped water. Place plastic (not metal) bucket under leak. Do not turn on ceiling lights or fans if ceiling is wet.

### Clothing/Fabrics

Move wet items to a dry place. Open and empty drawers and cabinets for complete drying. Hang furs and leather goods to dry separately at room temperature.

### Electrical

If circuits have lost power, DO NOT change fuse or reset circuit breakers. An electrician will be recommended by your emergency service provider.

### Furniture/Upholstery

Move lighter furniture off carpeting. Wrap plastic wrap or plastic bags beneath the legs of larger furniture. Wipe water from wood furniture. Prop up wet upholstery cushions for even drying. Check for possible color bleeding.

### Water Source

If possible, stop the source of the water. Turn off outside water main, or call a plumber for assistance. Contact the fire department if unable to locate or turn off the water main.

### Open cabinets and containers

Open suitcases, luggage, cabinets and drawers—any closed unit that may have become wet. If possible place in sunlight.



**What you need  
to know  
(and WHO you need to CALL)  
if disaster ever  
strikes...**



# If disaster strikes, we can help...

You may be one of the lucky ones. Disaster may never darken your doorstep. You may never have a fire, or a flooded basement, or a roof collapse from ice.

We hope you never need to submit an insurance claim, but if you should find yourself in need of help during a stressful time, you may want to **call** your local emergency agency. Your **next call** should be to your insurance agent.

Your **third call** should be to Keith Trembley Builder and Paul Davis Restoration. Working with your insurance adjuster, we will demonstrate what restoration costs are, using the same quality of materials you had originally—no cheap substitutions.

We're not here just for the good times; we're here to **help**. We specialize in residential property restoration. We understand the urgency when a homeowner is confronted with disaster. When you call, the worst has already happened. Now it's time to stop your loss! We are ready and able to **immediately** begin emergency board up, initial remediation, removal of debris, restore temporary utility services as well as packing and cleaning. We work with you and your insurance adjuster so you can get back to living your life.

With **three decades of experience** in remodeling and restoration, we have earned a reputation for resolving tough property damage problems quickly and professionally. We've worked quickly and effectively with many insurance companies; we will do the same for you during your time of loss.



**207.827.4205**

**KeithTrembley.com**

## SAVE THIS CHECK LIST

- Contact your insurance company**  
Company Name \_\_\_\_\_  
Agent's Phone \_\_\_\_\_  
Adjuster Phone \_\_\_\_\_  
Claim # \_\_\_\_\_
- Board up and secure your property**  
Keep damage to a minimum; secure your possessions.  
We can help 24 hours a day: **207.827.4205**
- Secure heating systems, water & electricity**  
In cold weather, drain all pipes; check furnace; check refrigeration and freezers.  
We can help 24 hours a day: **207.827.4205**
- Remove all valuables**  
\_\_\_\_Jewelry \_\_\_\_Insurance Policies \_\_\_\_Money/Checkbooks/Credit Cards  
\_\_\_\_Medicine \_\_\_\_Fire Arms \_\_\_\_Other
- Contact dry cleaning service**  
You will need clothing to wear; collect several days of clothing for all family members and deliver to a reputable dry cleaners. **SAVE receipts for insurance purposes.** We can help 24 hours a day: **207.827.4205**
- Temporary accommodations**  
You may not be able to spend the night(s) in your home. If staying at a motel, **SAVE receipts for insurance purposes.** List where you can be reached:  
Friend/motel name: \_\_\_\_\_ Phone \_\_\_\_\_
- Contact phone company, post office, police**  
The phone company can forward calls to another phone number. The post office can hold your mail, or forward to your temporary accommodations. The police department should be notified that your home is vacated; request drive-by checks.
- Document events**  
Keep a detailed diary of events for insurance purposes. **SAVE receipts.**

**24/7 Emergency Response**

**207.827.4205**  
**888.869.9395**



## The critical importance of IMMEDIATE RESPONSE

The first hours following a disaster are the most critical. It is important to act swiftly to keep damage contained. Call us 24 hours a day for help.

### SMOKE RESIDUE CONTAMINATION

#### *Within minutes*

- Plastic & paper items discolor

#### *Within hours*

- Grout stains
- Furniture, appliances and countertops begin to yellow
- Metals begin corroding (including jewelry and fire arms)

#### *Within days*

- Wall paper and paint discolors permanently
- Carpet, upholstery and drapery fibers become permanently stained
- Vinyl & wood flooring discolors
- Glass, china and crystal etches or pits

### ONGOING WATER DAMAGE

- Furniture cracks, splits, warps, stains carpet
- Metal (nails, screws, cornerbead) begins to rust
- Dyes transfer from clothing, shoes, rugs
- Electronics corrode, malfunction
- Plywood de-laminates, particle board buckles

### What to expect and where to ask for help

Most homeowners' insurance policies have three distinct coverages within the policy:

- 1) Coverage for the building/structure
- 2) Coverage for your home's content, personal items
- 3) Coverage for living expenses, if necessary (hotel, meals, etc.)

Each of these separate areas usually have a limit/dollar value assigned to them. Contact your insurance agency to verify the specifics of your policy.

If your home has experienced a major loss, you'll want to get the clean up and restoration process started as quickly as possible. The process begins with paperwork through your insurance agent and finalizes with a restoration company.

*The sooner you begin, the sooner your life will get back to normal. Experienced help is critical. Call Keith Trembley Builder / Paul Davis Restoration. You'll be thankful that you did.*