

After fire or smoke damage

Use after everyone is safely away from the fire. Recovery starts with safe access.

A fire being out does not mean a building is safe. Re-enter only when fire officials say it is safe.

1 / Arrange the essentials

- ☐ Follow fire officials' access instructions and record whom to contact for updates.
- ☐ Arrange a safe place for people and pets to stay. Keep essential medication and daily needs in mind.
- ☐ Tell your insurer what happened and ask how to document temporary living expenses.

2 / Protect the recovery

- ☐ Ask the restoration team about securing openings and assessing soot, smoke and firefighting water.
- ☐ Do not turn utilities back on yourself. Ask officials or the utility who must inspect them.
- ☐ Avoid disturbing soot or using affected equipment until a qualified professional advises you.

3 / Keep a record

- ☐ Photograph damage only from safe, permitted areas; list rooms you could not access.
- ☐ Keep receipts, contact names and a written record of the next agreed action.

Fire department / incident number

Safe access instructions

Temporary accommodation

Insurer / restoration contact

Reference: U.S. Fire Administration: After a fire
Reference: California Department of Insurance: Property claims guide