



WHAT HAPPENS AFTER **THE FIRE TRUCKS LEAVE?**

FIRE RECOVERY PLAN

Teasdale  Fenton

CLEANING & PROPERTY RESTORATION EXPERTS

CARPET • DUCTS • WATER • FIRE • CONSTRUCTION • MOLD


The National Packout Company


Victim Services • Securing Buildings • Protecting People & Property

Your Complete **Fire Recovery Plan**

Teasdale Fenton and our partner company 1-800-Packouts are here to help you recover from your house fire. This guide will help you better understand the restoration process to get you back home as quickly as possible.

Fill out this form to keep track of important information for your home restoration.

Contact Name & Phone Number

Email Address

Insurance Agent Name & Phone Number

Insurance Claim Representative Name & Phone Number

Insurance Claim Number

Other Phone Numbers





My family sustained a devastating house fire. During that uncertain time in the immediate aftermath of the fire, the fire chief said that they were calling a board-up company to secure the facility. Luckily for us, Teasdale Fenton was called. From the get go, it was obvious that these guys knew what they were doing, were highly professional, and most importantly, sympathetic and friendly. Teasdale Fenton led the demolition of the destructive fire and cleanup as well as coordinated the packout and restoration of smoke damaged items. I cannot speak highly enough of the professionalism and high quality work that Teasdale Fenton performed for our family in our time of need. I would highly recommend Teasdale Fenton for any project that anyone might need.

- David S. Miers

What is **Fire Damage?**

There's more to fire damage than burnt items:

- Until surfaces are properly cleaned, the smoke and ash left behind can cause continual damage and corrosion.
- Smoke odors linger and can return to the home long after the fire, if areas are not properly addressed.
- Walls and other surfaces can become discolored within a few minutes of smoke and ash exposure.
- Finishes on kitchen appliances can yellow and show signs of etching within a few hours.
- Glass becomes etched and metals tarnish quickly due to smoke damage.





What We Do

Teasdale Fenton's fire restoration process is complete and meticulous. We will:

- Assemble a team of expert fire recovery and water mitigation professionals.
- Assess the results of the firefighting efforts and decide on treatment for wet or water damaged areas. If necessary, mitigate water damage.
- Assess materials that may be damaged due to smoke, soot, and ash.
- Remove contents from home including:
 - Clothing, business needs, prescriptions, school books, and anything else you may need for the upcoming weeks.
 - All other contents that need to be cleaned and stored until restoration is complete.
- Perform structural renovation including:
 - Identifying all charred contents that may seal in smoke (insulation, burnt wood, etc.) and removing them.
 - Assessing damage to flooring and carpeting to determine if they need to be removed. Treating all areas for smoke odors and sealing.
 - Rebuild or repair your home to pre-loss condition.
- Return everything to pre-loss conditions by cleaning and deodorizing.
- Return all cleaned or stored contents back where they belong.
- Work with and directly bill your insurance company. We are on all insurance companies' preferred vendors lists.

Who you call **makes a difference**

- **Easy Contact - We Always Answer**

Live dispatch, no pagers, no voicemail, and no waiting for callbacks

- **Fire Victim Advocates**

24/7 emergency victim support after a disaster

- **No Payment Required at Time of Service**

If covered by insurance

- **Fully Insured**

Commercial general liability and worker's compensation insurance

- **Protect the Scene**

Without disturbing evidence

- **Background Check**

All employees working on your property have had background checks



Fire Restoration Checklist

Use this checklist to track the restoration process. Your Teasdale Fenton restoration expert will walk through this checklist with you and answer any questions you may have. We will work closely with you to ensure we develop the best solution to get you back to normal life as efficiently as possible.

Emergency Services

- ☐ **Board-Up:** Our 1-800-BoardUp team will board up or cover your property to protect it from wind, rain, and other elements.
- ☐ **Furnace or Air Conditioner Inspection:** Replace the furnace filter and clean the air vents and ducts. This will prevent cross contamination of smoke and odors into unaffected areas of the home.
- ☐ **Electric & Plumbing:** Inspect before using it for restoration equipment, then turn on once it is determined to be safe. Property will need to be winterized to prevent water damage from frozen pipes.
- ☐ **Debris Removal:** Clear away all debris for worker and occupant safety.
- ☐ **Water Remediation:** Remove excess water from firefighting efforts or burst pipes, check flooring and structure for moisture, and set up dehumidifying equipment to prevent additional damage from mold and microbial growth.
- ☐ **Corrosion Remediation:** Remove smoke residues and treat delicate or at-risk surfaces with corrosion inhibitor.
 - Examples of at-risk surfaces include glass, grout, aluminum, stone, marble, appliances, and fixtures.
- ☐ **Food Items:** Remove all food items from the home to prevent mold and associated odors.
- ☐ **Odor Control:** Safely ventilate, apply deodorizers, and place air filtration units.
- ☐ **Clothing:** Take all garments needed immediately to a laundry facility, restore all other articles of clothing.

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513-797-0900

Mission of 1-800-BoardUp

The mission of 1-800-BoardUp of Cincinnati is to assist organizations who share our commitment in helping victims of a disaster. By having our experienced professionals act as the primary liaison between victims and emergency services, we free up fire department personnel for other duties and ensure victim assistance is started. When firefighters roll up their hose or prepare to leave, we take over in providing for the long-term care and safety of victims. We are truly an extension of the fire service in providing ongoing victim assistance. We help victims answer the question, "What do I do now?"





Odor Services

Teasdale Fenton uses the most advanced deodorization tools to remove even the most stubborn odors from your home. These include:

- ☐ **Air Scrubbers:** By using high-efficiency particulate air (HEPA) filtration, we remove odorous particles from the air. This makes the cleaning process more efficient as well as safer for everyone who needs to be in the home.
- ☐ **Thermal Fogging:** This neutralizes odor with a strong deodorizer to penetrate everywhere the smoke traveled.
- ☐ **Ozone and Hydroxyl Generators:** Used to eliminate the odors caused by smoke and fire.

Textile Cleaning

- ☐ Our team of experts will come in and access all your soft goods and textiles for cleanability and salvageability.
- ☐ We will gather your “emergency” clothing that you need restored within 24-48 hours. These emergency clothes are items you need for the next week.
- ☐ The remaining clothes will then be collected and taken off site to our plant where every item will be inventoried.
- ☐ An estimate will then be generated, and items deemed non-salvageable will be documented.
- ☐ Once approval has been granted, the goods will be processed through a state-of-the-art cleaning method to remove the odor from the soft goods.
- ☐ Following the cleaning, the items are then put into our ozone room to further remove any residual odor that may exist after the cleaning.
- ☐ The goods are then stored at our climate-controlled facility until you are ready for them to be delivered to your restored home.





Water Mitigation & Environmental Cleaning

- ☐ Ensure power is turned off to the home at the main source, and contact ALL your utility companies and advise them of what has occurred.
- ☐ Immediately begin to get climate control established to prevent secondary damage to the rest of the home. This is done utilizing portable drying equipment such as dehumidifiers, airmovers, and HEPA filtered air scrubbers.
- ☐ Winterization of ALL plumbing needs to occur as soon as the scene has been released.
- ☐ Extraction or removal of affected carpeting to eliminate as much moisture from the home as possible.
- ☐ Perform emergency corrosion mitigation. Corrosive by-products from smoke residues can cause irreversible damage in a short period of time; removing smoke residues and treating at-risk surfaces with a corrosion inhibitor will protect these items. Examples include: marble, stone, grout, aluminum, glass, fixtures, and appliances, etc.
- ☐ Empty refrigerators and freezers to prevent spoiling and associated odors, empty food cabinets, and dispose of spoiled food items. Prior to disposal, a written inventory and photo documentation is recommended.
- ☐ Initial thermal fogging of home, using a strong deodorizer that penetrates everywhere the smoke traveled.

Packout Services

If your personal items were damaged during the fire, 1-800-Packouts will pack them and safely transport them off-site to be cleaned, deodorized, and restored. Once they can be returned to your home, we'll manage the safe transportation of your belongings back to you. We take every precaution possible to ensure your items are returned to you in their pre-fire condition.

1-800-Packouts will:

- ☐ Inventory, pack, and transport your goods to an off-site location during the contents restoration process.
- ☐ Provide you a list of inventoried items to ensure nothing was missed, especially when returning your items to you.
- ☐ Clean, deodorize, and store your items in our climate-controlled facility.
- ☐ Deliver your items once you move back home.

You will:

- ☐ Sign all authorization forms.
- ☐ Collect personal items needed for the restoration period (i.e., clothing, medication, etc.) as well as valuables you want to keep in your possession (i.e., jewelry, personal valuables, etc.)
- ☐ Provide assistance to 1-800-Packouts when making "restore vs. replace" decisions, especially when it comes to sentimental or valuable items.
- ☐ Be on-site for delivery.





Content Cleaning

No matter what belongings you may have, we use advanced and specialized products to restore smoke-damaged items. We use the following methods depending on the contents and the level of damage. Under certain circumstances your contents may be cleaned on site.

- ☐ **Hand Washing & Drying**
Items are carefully cleaned by hand. Extra care is taken with water-sensitive items.
- ☐ **Ultrasonic Cleaning**
Ultrasonic tanks are used to clean items like dishes, glasses/stemware, collectibles, and other small items.
- ☐ **Furniture & Upholstery Cleaning**
We use specialty equipment, products, and techniques to restore your furniture and upholstery.
- ☐ **Ozone Treatment**
Ozone is used to remove odor from certain items.



Some items may require a specialized restorer. These items include appliances, electronics, certain types of furniture and upholstery, textiles, artwork, antiques, etc.

If this is the case, we will work with your insurance company to find the restorer best fit to your needs.





Structure Cleaning

This is a very important part of all fire jobs. All structures need to be cleaned regardless of type and size of fire. Various equipment will be needed as well, including HEPA air scrubbers, hydroxyls, ozone machines, and hydrostatic foggers to aid in the removal of all odors.

- ☐ Testing is done first with dry sponges to determine the full extent of the remediation that is needed. This must happen before sealing of any surfaces.
- ☐ Includes the cleaning of heating and air conditioning units, air ducts, and dryer vents.



Reconstruction Services

- ☐ A skilled estimator will be assigned to your claim to prepare an estimate to restore your home or business to pre-loss conditions.
- ☐ Once a contract has been signed, our team of experts will begin to get all the moving pieces together to include sub bids needed, permits, fees, and tradesmen.
- ☐ The project manager and estimator will work with you once an approved scope has been established, and at this time changes, upgrades, and additions can be discussed and budgeted within the project. There will be discussions about a draw schedule that will be established to keep money flowing to the project.
- ☐ The time it takes on each project varies, but your project manager will be able to provide you with a rough timeline. Change orders will be discussed and submitted.
- ☐ Once the project is completed, we will do a walk through with the insured or responsible party to ensure we have met or exceeded expectations.
- ☐ At the completion of the project, a "Certificate of Satisfaction" form will be presented, and when work is satisfactory, it will be signed and you will receive a final invoice.





FAQs

Q: How long will the fire restoration process take?

A: Every fire is different due to the varying amount of fire, smoke, and ash damage. Therefore, there is not a standard time frame. Your Teasdale Fenton fire recovery specialist will provide a projected time estimate for your situation.

Q: Can I clean and restore my home myself?

A: Unless you yourself are experienced in fire restoration, we suggest that you do not try to restore your home yourself. By allowing professionals to clean your home, you stand the best chance of salvaging as much as possible, as safely as possible.

Even if you are experienced in fire restoration, calling in a company like Teasdale Fenton can take added stress and burdens off of you. A home fire is traumatic, so it is advised that you take the time you need to recover and allow others to take care of getting your home back to its pre-fire state.

Q: Should I be aware of safety concerns?

A: Yes. Our top priority is the safety of both the occupant of the home as well as our employees. We identify safety hazards during the inspection phase of the restoration process. Hazards may include compromised floors and roofs, poor air quality, electrical issues, standing water, and debris.

Q: What personal items should I keep in my possession?

A: 1-800-Packouts recommends keeping the following items with you during the restoration process:

- Cash
- Credit Cards
- Checkbooks
- Medications
- Pets
- Weapons
- Personal Documents (Birth Certificates, Passports, etc.)
- Valuable Jewelry

Q: Can I turn on my A/C or heating?

A: In order to avoid further complications, we recommend keeping all appliances, HVAC units, and other electrical components turned off until an inspector clears them for use.

Q: Should I keep track of non-restorable items? If so, how?

A: Yes, you should keep track of all items that cannot be restored. This will greatly assist you when discussing this with your insurance company. We recommend using the format below. Make sure you keep a copy for yourself.

QUANTITY	ITEM	YEAR PURCHASED	COST (PER ITEM)
4	Throw Pillows	2018	\$25.00
1	Vase	1992	\$150.00

Q: Do I need to move out of my home during the fire restoration process?

A: This depends on the damage done by the fire. For small fires that were kept to one small area of the house, you may not need to stay in a hotel or home of a family member, etc. In large fires you will need to relocate due to safety concerns such as odors, structural integrity, and utility disruption.

If you need to vacate your home, we recommend you forward your mail, stop deliveries, and notify your utility companies of suspension of services.

Q: Do I need to hire a general contractor?

A: If any reconstruction needs to be done, you will need a general contractor. This reconstruction includes drywall, framing, flooring, windows, etc. We will be your general contractor throughout the reconstruction process.

Q: Do all of my belongings need to be moved?

A: This again depends on the damage done by the fire. If the damage is extensive and restoration has to occur in multiple areas of the home, it will be best to move all household items to a secure climate-controlled facility for cleaning and storage by 1-800-Packouts.

Q: What happens to special items that were damaged during the fire (i.e., heirlooms, artwork, etc.)?

A: Depending on the item, some may need to be restored by a specialist. We will work with you and your insurance company to find a quality restorer.

Q: Who is responsible for paying for fire restoration services?

A: The property owner is ultimately responsible for payment. If this is an insurance claim Teasdale Fenton and 1-800-Packouts will usually collect only the deductible from you and bill the rest to the insurance company. Depending on the level of loss, your mortgage company may be included as a payee. If you are not going through insurance, you are expected to pay in full. Please direct all insurance questions to your insurance agent or adjuster.

**MISSION
STATEMENT**

Working together since 1830 to better ourselves, help our neighbors,
and lead our industry into the future.



**VISION
STATEMENT**

To be the best and set the industry standard for providing excellent service & leadership
through innovation, inspiration, evolution, and exploration of new opportunities.

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