

# 5 THINGS SMART PROPERTY OWNERS DO

# FAST

# WHEN DISASTER STRIKES

**WATER  
DAMAGE**



**FIRE & SMOKE  
DAMAGE**



**MOLD  
REMEDiation**



**STORM  
DAMAGE**



# 5 Things Smart Property Owners Do FAST When Disaster Strikes

When an emergency affects your home, office or commercial property, it can leave you feeling distressed and vulnerable. It may be difficult to imagine anything beyond just getting through the next few hours. But to save your property, you have to act quickly. A swift, proactive response is vital to your peace of mind, productivity, health and financial well-being.

How do you address your emergency situation quickly and effectively, so you can focus your energy on what matters most to you, your loved ones and your business? This handy Emergency Action Checklist can help you navigate your way through the first hours and days after a disaster strikes. Taking these steps immediately will help you prevent further damage so you can start the journey of recovery and restoration and get your property and your life back to normal.





## 1. Stop the Damage

The first step in dealing with a disaster on your property is to stop the damage before it has a chance to get worse. This may mean taking any or all of the following steps:

**CALL FOR HELP.** Get first responders like the fire department, police and utility crews on the scene to put out fires, stop leaks, and deal with any criminal activity.

**SHUT OFF THE UTILITIES.** Everything that could cause further damage, such as water, electricity and natural gas, must be shut off. Allow trained personnel to do this, as it could be dangerous.

**FIND THE SOURCE.** Identify the source of any fires, water leaks or mold issues so they can be mitigated as soon as possible.

**SECURE THE DAMAGED AREA.** First responders and restoration teams can help seal off areas that have been damaged to prevent the contamination of areas that have not.



## 2. Safeguard Your Health

Events like a fire or flood can lead to health problems if you're not careful. Mold can grow if water isn't eliminated quickly. Smoky furniture and fabrics can leave you coughing. Sewage can be unsanitary. Protect your physical and mental well-being by:

**CONSULTING WITH FIRST RESPONDERS.** Don't enter your property unless firefighters and other trained professionals give the all-clear.

**AVOIDING ANYTHING THAT IS CLEARLY UNSAFE.** Don't walk through sewage. Wear protective gloves and waterproof boots if wading through flood waters. Don't touch smoldering items.

**TALKING WITH YOUR DOCTOR.** It's common to feel stressed, anxious, or depressed after a fire, flood, natural disaster, crime or other emergency. Your doctor can help you cope, including helping you or a loved one find a counselor if needed.

**TURNING TO LOCAL AID GROUPS.** Whether it's the Red Cross, your local church or another group, there are many local organizations that can help you with temporary housing, food, clothing and other immediate assistance.



## 3. Prevent Secondary Losses

Once it is deemed safe to do so, take actions to eliminate further losses. But keep these rules in mind:

**TAKE ONLY WHAT YOU NEED MOST.** When the all-clear is given, only gather the most essential items you need to get through the next few days, such as:

wallets | cell phones | laptops | clothing  
valuables that can't be left behind

**LEAVE WHAT YOU DON'T IMMEDIATELY NEED.** As hard as it may seem, you cannot take everything with you immediately after an emergency. Remember, most personal items such as documents, electronics, photos and more can be restored after a fire, flood or other disaster by professional restoration firms.



## 4. Document, Document, Document

Keep records of everything from the moment the disaster happens until your property is fully restored. Proper documentation helps with everything from making a successful insurance claim to taking legal action and more. Some things you can do to document your situation include gathering:

**PHOTOS.** Take photos of the damage as soon as possible.

**RECEIPTS.** Keep all receipts of expenses incurred as a result of the damage.

**CONTACT INFORMATION.** Gather the names and contact information of anyone who may have witnessed the situation.

**NOTES.** Write down or type into your phone the dates and details of key conversations you have with insurance agents, utilities companies, restoration teams and more, so you can refer back to them whenever needed.



## 5. Develop a Plan of Action

After the damage has been stopped and the immediate emergency has been dealt with, it's time to plan your next moves. Consult with:

**YOUR INSURANCE AGENT.** It's important to start the insurance claim process right away. And because insurance companies are prepared to deal with disasters, your agent can be a useful and calming guide as you navigate your situation.

**A RESTORATION COMPANY.** A company that specializes in restoration has specialty equipment, certified teams, and plans of action that can help you start recovering your property quickly.

**Call on TRILINK Restoration Services.  
Trusted by homeowners, relied on by property managers.**

When you're facing an emergency due to water damage, fire, smoke, mold or other property disaster, we are here to help guide you through stopping the damage and starting the rebuilding process. Contact us anytime, day or night, for our **24-hour emergency services** at **405-525-5465**. We'll help restore your property and life to normal — fast.

