

Water damage

What the homeowner should know right away



- **Compliments of your insurance agent**

Enviro-Care's Services



- Inspect and assess your loss.
- Arrange for plumbing repair.
- Remove debris.
- Extract excess water.
- Apply anti-microbial treatment if necessary.
- Dry the room(s) with air movement equipment and/or dehumidifying equipment
- Monitor walls and floors until they are dried to normal moisture levels.
- Arrange for professional dry cleaning of fabric items.
- Clean up the room(s).
- Meet with your adjuster to get his/her agreement on the value of the loss and the scope of the restoration work that the insurance company will pay for. Enviro-Care uses the same industry sources as your insurance adjuster uses to determine the value of carpeting, non-restorable contents, and structural damage.
- Restore or replace your carpeting and flooring. If the carpeting is old, exposed to "black water", exposed to water for more than three days, or exposed to hot water (from a water heater), it is better to replace it than to attempt restoration. Prompt and thorough drying is critical for wood floors exposed to water.
- Remove contents for cleaning and drying, and store the contents until ready for move-back.
- Repair damage to the structure: framing, drywall, painting, wallpaper, carpentry, and cabinetry.

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ENVIRO-CARE
DISASTER RESTORATION SERVICES

For water damage:



Step 1: Call for help

Call your insurance agent to see if your water losses are covered by your policy. If so, start the process of getting a claim number. Tell your agent what kind of water is involved:

Clean water: water from a clean source with no debris.

Grey water: water that is not necessarily clean but is not hazardous (washing machine and dishwasher overflow, for example).

Black water: sewage backup or runoff water. These contaminations are hazardous and should be handled with caution.

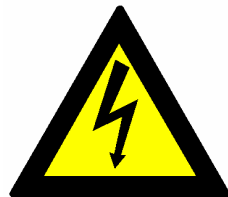
Most insurance policies make you responsible for “mitigation,” which means you must try to contain the damage.

Call Enviro-Care or another disaster restoration contractor to limit further damage. Damage from the water and bacteria growth can begin within hours.

When your insurance adjuster contacts you, tell him or her that Enviro-Care is working for you.

While you are waiting: safety precautions

- Do not use an ordinary household vacuum to remove water.
- Do not use electrical appliances while standing on wet carpet or wet floors.
- Do not go into rooms with standing water if the electricity is still on.
- Do not use ceiling fixtures if the floor above the ceiling is wet. A short circuit could result.
- Do not lift tacked-down carpet without



professional help. Lifting the carpet incorrectly could promote shrinkage.

Step 2: While you are waiting: Fix the problem

If a pipe is broken or a valve is leaking, shut off the water supply.

Clear drains if possible.

Remove as much water as possible by mopping and blotting.

Step 3: While you are waiting: Protect the contents

Wipe furniture dry.

Lift draperies off carpet, loop through a coat hanger, and place the hanger on the drapery rod.

Prop up wet furniture cushions for even drying and place small wooden blocks, plastic, or aluminum foil under furniture legs.

Remove wet area rugs or other floor coverings.

Open furniture drawers, closet doors, and luggage to enhance drying.

Move photos, paintings, and art objects to a safe, dry location.

Remove wet fabrics and dry them as soon as possible. Hang furs and leather goods to dry separately at room temperature.

Remove damp books from shelves and spread out to dry.

Step 4: While you are waiting: Dry the room(s)

If the outside temperature is above 60 degrees, use dehumidifiers if available.

Use fans to circulate the air and assist drying.

If damage occurs during a cool season, leave heat on; if in summer, use an air conditioner if available.

