
FIRE RECOVERY GUIDE



**140 West Stonewall Avenue
Suite 214
Fayetteville, Georgia 30214**

A Resource Guide for Helping You and Your Family



Address: _____

Incident Number: _____

911 Non-Emergency Number
770-461-4357

Fayette County Department of Fire/EMS
770-305-5414

Fayette County Building Department
770-305-5403

or

Town of Tyrone Building Department
770-487-4038

AFTER THE FIRE

This brochure was developed as a resource to assist you with information you may need in the next 24 hours to help you reduce your losses. In the event you cannot find the help you need please call the Fayette County Department of Fire and Emergency Services at 770-305-5414 and we will assist you in locating the appropriate individual or agency.

IF YOU ARE INSURED

Contact your insurance company, agent, or broker regarding your loss. Most companies have a 24-hour number you can call. This will start your claim process, more importantly; your agent or representative may be able to assist you with any questions or concerns you may have. Be familiar with your insurance policy, know what is covered and what is not covered in your policy and do not be afraid to ask questions for clarification.

- Make a detailed list of damaged and destroyed items to file with your claim and their estimated cost.
- **Do not** throw out damaged items until you meet with your insurance agent.
- Consider photographing or videotaping the damage.

IF YOU ARE NOT INSURED

If you are not insured and need assistance, the **American Red Cross** is available to assist families who have been displaced from their homes through any type of disaster. They are available around the clock, everyday of the year, with food, clothing, medications, eyeglasses, housing, and other essential items. The **American Red Cross** can be reached 24 hours a day at **404-870-4418**.

HAVE INJURIES TREATED

Any injuries need to be treated by a medical professional. Wash wounds with soap and water and keep bandaged, and replace them if they become soiled, damaged, or waterlogged.

CAUTIONS

- **Do not enter the damage area.** Fires can rekindle from hidden, smoldering fire (embers).
- Normally, the fire department will see that utilities (water, electricity and natural gas) are either safe to use or have been shut off before leaving the site. Do not attempt to turn on/off utilities yourself.
- Be watchful for structural damages caused by the fire. Roofs and floors may be damaged and may (could) collapse.
- Food, beverages, and medicine exposed to heat, smoke, soot and water should not be consumed.

REMAIN CALM, PACE YOURSELF

You may find yourself being overwhelmed with information being told to you, listen carefully and deal with urgent situations first. Use a notebook to record important information and directions that are given to you. During stressful times your memory may not be in the proper condition.

PROPERTY SECURITY

The property owner will be responsible for making sure the property is secured in a proper manner to protect others from injury and to protect the property from other damage.

All openings should be properly secured to prevent others from entering, and also to keep out the elements.

The following are some of the metro Atlanta area restoration companies.

- Atlanta Restoration888-438-7330
- 1-800-Board Up800-262-7387
- Fire Restoration Atlanta678-389-7989
- Pro Restoration.....770-365-5508
- RCM Restoration Services1-877-356-6314

CONTACT YOUR MORTGAGE COMPANY OR LANDLORD

Call your mortgage company or landlord, as soon as possible, to make them aware of the fire. Properly restoring your house will restore its value, the mortgage company must be involved until your house is completely restored.

A landlord likely has insurance coverage for the structure, but you will be responsible for your contents, unless you have rental insurance.

KEEP ALL RECEIPTS AND RECORD IMPORTANT INFORMATION

Make sure you save all receipts for food, lodging, clothing etc. Your insurance company will need them; also, you will need them for the IRS if you claim them as losses on your income tax return. Be sure to write down important information to refer to at a later date.

PET CARE

If you have pets, find them and secure them in a safe area and make them comfortable. Keep them at a neighbor's house or family member's house if needed. Animals may react to a disaster in an unusual way just as humans so be calm and comfort them and visit them regularly if they cannot be with you in this time of disaster. You may also want to consider contacting your veterinarian for assistance as needed.

REPLACEMENT OF VALUABLE DOCUMENTS AND RECORDS

ITEMS	WHO TO CONTACT
Driver's license, Auto registration	Department of motor vehicles
Bankbooks (checking, savings, etc.)	Your bank, as soon as possible
Insurance policies	Your insurance agent
Military discharge papers	Department of Veterans Affairs (VA)
Passports	Passport service
Birth, death and marriage certificates	Clerk of the Courts
Divorce papers	Clerk of the Courts
Social Security or Medicare cards	Local Social Security Office
Credit cards	Issuing Companies

REPLACEMENT OF VALUABLE DOCUMENTS AND RECORDS (Cont'd)

ITEMS	WHO TO CONTACT
Titles to deeds	Clerk of the Courts
Stocks and bonds	Issuing company or your broker
Wills	Your Lawyer
Medical records	Your Doctor
Warranties	Issuing Companies
Prepaid burial contract	Issuing Company
Income tax records	The IRS Center
Citizenship papers	U.S. Immigration
Animal registration papers	Humane Society / Veterinarian
Mortgage papers	Lending Institution

A WORD ABOUT FIRE DEPARTMENT OPERATIONS

COMMON QUESTIONS

- Q. Why are windows broken or holes cut in the roof?**
As a fire burns, it moves upward then outward. Breaking the windows and/or cutting holes in the roof (called ventilation) slows the damaging outward movement, helps remove blinding smoke that obscures the actual fire, and enables firefighters to fight the fire more efficiently. The result of this action is less damage to the structure in the long run.
- Q. Why are holes cut in walls?**
This is done so that the fire department is absolutely sure that the fire is completely out and that there is no fire inside the walls or other hidden places.
- Q. Is it possible to obtain a copy of the fire report?**
In most localities, a fire report is a public document and is available at the fire department or fire marshal's office.

EMERGENCY AND NON-EMERGENCY NUMBERS

Please fill this area in with your local phone numbers and keep copies at locations other than your home.

Emergency _____

Posing Control _____

Doctors _____

Insurance Company _____

Medical Policy Number _____

Home Policy Number _____

Auto Policy Number _____

Gas/Fuel Company _____

Municipality _____

Banks _____

Neighbors _____

Accountant _____

Family _____

American Red Cross _____

Shelter/Assistance _____

Pharmacy _____

Work Numbers _____

Other _____



**Brought to you by
Fayette County
Department of Fire and Emergency Services**