



RENAISSANCE

GENERAL RESTORATION CONTRACTING, INC.



AFTER THE FIRE

*A guidebook for successfully
navigating through the aftermath
of a residential fire*



*If you need information or immediate assistance, please call
Renaissance General Restoration Contracting, Inc. at
(559) 292-2296, or 1-800-BOARDUP.*

We are here to help!

<https://www.renaissancegeneral.com>



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Introduction

The objective of this handbook is to facilitate your navigation through the challenges encountered in the aftermath of a residential or commercial fire.

In the pages that follow, general information is provided regarding the typical processes for cleaning, sanitizing, preserving and restoring your contents and residence.

A number of critical tasks may be required such as window and door opening board up, temporary fencing, site cleanup, disposal of debris, contents cleaning and storage, structural restoration, hazardous waste removal, design, engineering, drafting of plans, permits, and more, depending on the extent of the fire.

You will interact with a number of entities including your insurance company, city and county authorities, building inspectors and more. A systematic, planned approach will facilitate a positive outcome and the complete restoration of your home.

If you need information or assistance, please call Renaissance General Restoration Contracting, Inc. at (559) 292-2296 or 1-800-BOARDUP.

We have helped thousands of Central Valley customers over the past 30 years navigate through one of the most impactful moments of their lives .



The Lifecycle of a Residential Fire

A fire can erupt quickly and without warning due to a myriad of causes. Ignition sources can be electrical, chemical, natural causes (lightning, etc.), human error, equipment malfunction, explosions, and even a criminal act.

In battling fire, firefighters utilize extensive training, state of the art equipment and and proven techniques to control and overcome fire, smoke, hot gases and temperatures that can exceed 1200 degrees.

This may involve breaking windows and doors, and forcibly opening up roofs and walls to ventilate the building in order to control the path and burn rate of the fire and allow superhot gases to escape. This will also help expose hidden embers and prevent fire re-ignition.

The firefighting team remains on scene until the fire has been extinguished, and the property has been secured.

It is important to contact your insurance company immediately in the event a fire occurs in you home or business.



Securing Your Home and Personal Property

In addition to extinguishing the fire, firefighters are trained to preserve your valuables and possessions whenever possible.

Preservation efforts may include removing personal possessions from the residence, providing it is safe to do so, and utilizing protective covering or tarps if available to prevent further damage.

The residence may require windows and doors to be boarded up, or the installation of temporary perimeter fencing to ensure public safety and minimize the risk of vandalism.

If the Residence is Uninhabitable

You may require access to immediate temporary lodging, financial support, clothing, food, transportation and other critical services. Your Fresno Fire representative and insurance adjuster can provide critical guidance, direction and resources.

Emergency food, clothing and shelter may be provided through the American Red Cross. They can be contacted directly at 1-800-540-2000 (24 hrs).



An Overview of the Recovery Process

Every fire and its impact on the occupants of the residence is different. The following is a list of key recovery activities for a residence or commercial building impacted by fire.

- Contact your insurance company immediately.** Based on your insurance coverage, they can facilitate finding temporary housing for you if needed, and will work with you to assess the damage to your personal property and the residence as well as provide interim funds to ease navigating through this time of crisis. Financial assistance may include funds for the purchase of food, clothing, key personal items, electronics, transportation, etc.
- Contact Renaissance at 559-292-2296 or 1-800-BOARDUP to arrange for securing the site** to ensure public safety and prevent loss due to vandalism or theft, and to begin the restoration planning process. You will be assigned a Renaissance team member who will guide you through the restoration process.

Do not dispose of any personal property until a complete inventory and photographic documentation have been completed.

For information or assistance contact Renaissance at 559-292-2296, or 1-800-BOARDUP.



An Overview of the Recovery Process - cont.

Notify your bank, magazines, health insurance, mortgage company, healthcare providers, credit cards, schools, utility companies, creditors, DMV, US Postal Service, etc. of any temporary change of address and contact information.

An inventory of important documents should be created as soon as possible and the appropriate entities should be notified if important documents are missing or damaged and must be re-issued. These can include passports, wills, trusts, contracts, tax records, savings bonds, cash, coins, insurance policies, vehicle registrations and more.

A list of important documents can be found at the back of this booklet.

Check with an accountant or the IRS to determine if you are eligible for special benefits as a victim of fire.

Contents recovery will begin once access to the site has been approved by the authorities, investigators or others. Your assigned Renaissance team member will coordinate your personal contents inventory and their movement to a secure location and help you identify and secure important documents, receipts and records.

Debris removal and demolition will begin after personal contents have been removed. The site cleanup and haulout of debris will be carefully planned and executed due to the potential presence of hazardous materials or asbestos.



An Overview of the Recovery Process - cont.

- Once an insurance claim is filed, the groundwork required for the restoration of your personal property and residence will begin almost immediately.** One of the first steps will be the creation of a preliminary scope of work (SOW) that will define and price out in room by room detail everything needed to fully restore the residence to its pre-fire condition. A SOW will include labor, materials, pricing, estimated design/plans/permits/engineering costs, code upgrades (if known) and more. This process will ensure every detail is addressed and approved by you, your insurance company, applicable city and county regulatory agencies, your mortgage company and others.
- Once the SOW is approved by your insurance company, the design, plans and engineering will begin.** The completed plans and engineering will be submitted to the appropriate entities (city and county, etc.) for approval and permit issuance. A Renaissance project manager will be assigned to your reatoration project.
- When all required permits are issued, construction will begin.**

During the course of construction your feedback will be critical and you will be asked to make personal selections that may include paint colors, cabinet types, countertops, floor coverings, finishes, fixtures, sinks and much more. A close working relationship with the Renaissance team will be critical to the success of the restoration of your home.



An Overview of the Recovery Process - cont.

- The restoration of your residence will be subject to numerous inspections and quality control checkpoints that will be conducted by city or county authorities and potentially your mortgage company.** You will also be asked by your project manager to participate in numerous onsite walk-throughs to inspect work that has been completed.
- During the reconstruction process, you may, depending on your insurance coverage, have already begun to replace furnishings and personal items** damaged by the fire in preparation of moving back into your restored residence.
- The restoration of your residence is complete!** Prior to moving in, you will be asked by your project manager to do a final walk-through of your residence. You will create a “punch list” of final details that need to be addressed.
- The residence must pass a final City or County inspection** that will affirm that the residence has been fully restored in accordance with the approved plans and all applicable regulations, rules, and requirements, and is ready for occupancy.
- Prior to moving in, utilities will require re-activation. Your project manager will facilitate this process.**

A list of utilities providers is included at the back of this booklet.



Appendix - A Important Phone Numbers

Fresno Fire Department (559) 621-4000

Crisis Hotline Services

American Red Cross (559) 455-1000
 Evangel House Shelter (559) 264-4714
 Family Shelter (559) 237-4118
 Fresno Housing Authority (559) 443-8400
 Fresno Rescue Mission (559) 268-0839
 Marjaree Mason Center (559) 237-4706
 Plaza Apartments/Shelter (559) 453-6794

Hospitals

Clovis Community Hospital (559) 324-4000
 Community Behavioral Health Tr..... (559) 449-8000
 Community Regional Medical Ctr (559) 459-6000
 Kaiser Permanente (559) 448-4500
 Saint Agnes (559) 450-3000
 Valley Children’s Hospital (559) 353-3000

Utilities

AT&T (Phone)..... (800) 310-2355
 AT&T (Cable)..... (800) 288-2020
 City of Fresno Water/Sewer/Waste..... (559) 621-5300
 DirectTV (866) 673-1189
 Dish Network (855) 382-5381
 Frontier (866) 945-2156
 PG&E (800) 743-5000
 Republic Services (559) 275-1551
 Spectrum (844) 776-6682
 Xfinity/Comcast (800) 945-2288
 Waste Management (559) 834-4070



Appendix - B Restoring Utility Service

As an important safety precaution, the Fire Department will frequently request that your utility company shut off your utilities, including gas, electricity and water, to ensure the prevention of further damage to the residence, or surrounding structures and potential injury to individuals.

Gas and Electric Service

Your project manager will coordinate restoring gas and electric service with **PG&E (24-hour hotline at 800-743-5000)**, or your provider of gas, and electricity. Your utility provider may require a clearance from the **Department of Building and Safety (559-621-8116)**, which your project manager will also coordinate (if required).

Under no conditions should you attempt to restore, gas or electricity yourself. Serious injury or death can result.

Water Service

Once repairs or restoration of the residence has been completed, your water service will be re-activated. Your project manager will coordinate this process. If you elect to do so yourself, proceed with caution and immediately inspect the home carefully to confirm that there are no leaks present in the plumbing system. If a leak is noted, shut off the water immediately. **The City of Fresno's Water Department can be reached at 559-621-5300.**

Other Utilities - Phone, Cable, Etc.

Please see Appendix A, Important Phone Numbers to activate other services.



Appendix - C

A List of Important Documents and Records

You may have to replace valuable documents and records following a residential fire. Please reference the list below for guidance. The list is not intended to be all inclusive, but is intended only to provide general guidance.

Document or Record

- Driver's License
- Auto Registration
- California ID Card
- Bank Accounts
- Insurance Policies
- Military ID or Discharge
- Passports
- Birth, Death, Marriage Certs
- Divorce Documents
- Social Security/Medicare Docs
- Credit Cards
- Real Estate Titles, Deeds
- Stocks and Bonds
- Wills/Legal Documents
- Medical Records
- Income Tax Records - Federal
- Income Tax Records - State
- Prepaid Burial Contract
- Animal Registration Documents
- Mortgage Documents
- Citizenship Documents

Contact

Dept. of Motor Vehicles
Dept. of Motor Vehicles
Dept. of Motor Vehicles
Your Bank
Your Insurance Company
Dept. of Veteran's Affairs
US Department of State
Bureau of Records (State)
Applicable Court or Atty
Social Security Office
Issuing Company
County Recorder's Office
Issuing Co. or Your Broker
Your Attorney
Your Healthcare Provider
Internal Revenue Service
State Franchise Tax Board
Issuing Company
Issuing Breeder/Company
Your Lender
US Dept. of Immigration
and Naturalization



Appendix - D

Cleaning Tips Following a Fire

A residential fire can severely impact your personal belongings and valuables. The fire will emit smoke, soot and other residue that can be extremely corrosive and acidic and can cause irreparable damage to the contents of your residence if not addressed quickly.

Should you elect to undertake cleaning of your personal belongings and contents, these are general recommendations:

- Clothing and fabric goods can often be cleaned and treated by your dry cleaner or by careful laundering. Leather goods should be handled with extreme care. Always read labels.
- Kitchen items (non-electrical) can often be washed in very hot, soapy water. A dishwasher will be invaluable if available. Wash at the highest temperature available and the heavy duty cycle. When in doubt, don't.
- Some items can be sterilized by boiling in water for at least 10 minutes. Only boil items that can safely withstand high temperatures.
- Hard surfaces can be thoroughly wiped down with furniture-safe disinfectants and cleaners. Read all product labels before using.
- A wet/dry vacuum or water extraction equipment can be rented at many supermarkets, or equipment rental yards and can be utilized to remove water from carpets and flooring.
- Carpet pad may require removal, disposal and replacement.
- Rugs and carpets should be dried as quickly as possible as discoloration, permanent stains, or mold can occur. Rugs should be hung in areas of air circulation. Fans and blowers



Appendix - D Cleaning Tips Following a Fire - Continued

can be rented at equipment rental yards and can help dry carpeting and rugs if placed so air can freely circulate.

- Any standing water in the residence should be removed immediately. Wood floors can be compromised quickly by standing water.

- Walls should be wiped down as soon as possible with clean dry rags and cleaning chemicals to remove moisture, soot and smoke. A number of options are available and can be researched on the web. Examples are TSP, some household cleaners or diluted bleach. Read instructions carefully.

- Before re-painting surfaces impacted by smoke, a suitable primer may be required.

While some post-fire cleaning of surfaces, floor coverings, and contents may be possible using standard janitorial methods, effective restoration typically requires specialized facilities, processes, equipment, and techniques. These advanced methods are essential to achieve complete odor removal, proper sanitation, sterilization, and the mitigation of hazardous or toxic residues. Items such as artwork, antiques, and jewelry require particularly careful and specialized handling.

For more information or assistance contact us at 559-292-2296 or 1-800-BOARDUP.



Appendix - E Food and Medication Handling Following a Fire

Following a residential fire, small or large, food and medications should be handled with extreme caution. Smoke and fire can infiltrate packaging that may appear to be sealed.

If there is any doubt that food or medications are contaminated, they should be discarded and replaced.

Typical signs of contamination can be damaged packaging, cracked bottles, melted containers, bulging cans, rust, smoke or soot residue on the product, broken seals, thawed frozen foods, any sign of mold or spoilage, etc. Any fresh fruit, produce, or meat directly exposed to smoke or fire should be discarded as contaminants may be present.

Food stored in a freezer may stay frozen for a number of hours if the door remains closed. This will allow you to carefully transfer the food to another location or restore power if possible. An ice chest with dry ice may be used for temporary storage, but should be handled with caution to avoid "ice burns".

Re-freezing food that is partially thawed is not recommended, but may be safe in some situations. ***If in doubt, throw it out.***



RENAISSANCE

GENERAL RESTORATION CONTRACTING, INC.

Leveraging 30+ years experience in the Central Valley, successfully completing 6000+ projects, and utilizing advanced technology, training, state of the art equipment, dedicated facilities, and an industry leading quality standard, Renaissance provides emergency services, disaster response, and complete restoration services for residential, and commercial structures and contents.

For Information, or Immediate Assistance Call:

559-292-2296, or

1-800-BOARDUP



Serving Central California For Over 30 Years



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