



# 3 THINGS YOU CAN DO RIGHT NOW IF YOUR HOME HAS WATER DAMAGE

RIVERSIDE RESTORATION



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# SAFETY FIRST!

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## **NO. 1** STAY OUT OF THE AFFECTED AREA

When you have water damage in your home and water is coming in contact with electricity, at any location, you have a potentially dangerous situation

### KEEP CHILDREN AND PETS AWAY



### STAY AWAY FROM ELECTRICAL OUTLETS & CORDS

### REMOVE ALL HAZARDOUS MATERIALS



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# TURN WATER OFF

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## NO. 2 SHUT OFF THE WATER

If you are not able to stop the source of the water safely, go to the main shut off valve and shut the water off there to prevent further damages.



## WHERE TO FIND THE MAIN SHUT OFF VALVE

In homes connected to a municipal water supply, the valve is typically located on the perimeter of the house. Most likely it's located on a wall that faces the street. When you find the valve, turn the handle or knife-style valve.

For homes using well water, the water can enter the house in the back or side. Look for the valve or knife-style valve and turn it.

## TIPS FOR LOCATING

Shutting off the main valve will shut off all of the water in your home. This will be especially helpful when the plumber or restoration company is working in the affected area.

- Check perimeter of the house
- In the basement - you will be looking for a valve at eye level or above
- Ground-level floor - you will be looking down
- Sometimes a shut off valve will be located behind a plastic access panel

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# TAKE PICTURES

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## **NO. 3 DOCUMENT YOUR BELONGINGS & DAMAGES**

If you are able to safely access the affected area, take pictures of the damages. In stressful situations, this not only helps you remember what items were affected but it will help you during the insurance claim process.

## **DOCUMENTING SAVES YOU MONEY**

During stressful situations, it's often hard to recollect items and belongings that were in the room or area that was damaged.

What's even more stressful, figuring out the value of those damaged items. Often times a lump sum will be offered to you to go out and purchase new items to replace the old items. Although this may be tempting, more often than not, it costs you more money to replace those items.



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# DON'T BE DISCOURAGED

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## **NO. 4** **DON'T BECOME** **DISCOURAGED** **BY ANSWERS** **YOU HEAR**

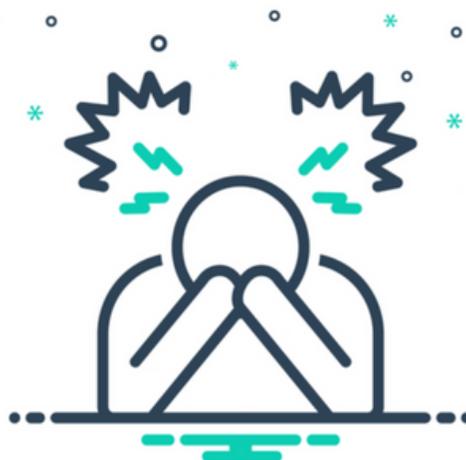
You will have many questions for the insurance adjustor about the claim like what's covered and what's not covered. Don't be discouraged by the first answer you hear -- all adjustors need to verify your policy details before answering.

### IF AN ADJUSTOR SAYS...

"I don't have answers right now, but let me get back to you" **don't be discouraged.**

The truth is, every policy is different, and answers to your questions aren't going to be black and white until your adjustor has time to review your specific policy.

Some policies have additional coverage purchased and some do not. Your adjustor simply needs to check what kind of damage your specific policy covers before they can give you answers with confidence.





*Restoring Property & Peace of Mind*  
*24/7 Emergency Service*

## OUR 4 STEP PLAN

### **STEP ONE: Call now!**

Time is of the essence to reduce further damages to your home!

### **STEP TWO: Technicians Are Dispatched Immediately**

Technicians will arrive and assess damages, talk you through the process, and answer questions.

### **STEP THREE: Work Directly with Your Insurance Company**

We take the time to work with your adjustor to help you manage the claim.

### **STEP FOUR: Restore Your Home**

You have peace of mind that your home has been beautifully restored.

**Contact Us Today**



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