



# First 24 Hours Checklist

After Disaster Strikes

(877) 269-6461

www.boxngo.com

EMERGENCY

MITIGATION

RECONSTRUCTION

Claim #: \_\_\_\_\_ Adjuster: \_\_\_\_\_ Adjuster's phone: \_\_\_\_\_

## WARNING

Wet electronics and a running HVAC turn a bad loss into a bigger one - ducts carry soot, moisture, and mold spores to every room. When in doubt: set it aside, photograph it, ask.

### 1 Before You Go Back In

- ☐ **After fire: wait for fire dept clearance**
- ☐ After flooding: every room = electrical risk
- ☐ Stay out until power confirmed off
- ☐ Shut the main water valve if safe
- ☐ Leave gas OFF until utility says otherwise

### 3 Call Your Insurance

- ☐ Open the claim - write claim # above
- ☐ Ask: temporary housing + extra living costs covered?
- ☐ Ask: what does contents coverage include?
- ☐ Write the adjuster's contact above

### 5 Emergency Services

- ☐ What the loss needs: extraction, drying, board-up, tarping
- ☐ **Verify the license at [cslb.ca.gov](http://cslb.ca.gov)**
- ☐ You choose the contractor

### 7 Get Belongings Out and Safe

- ☐ **Arrange storage before repair work begins**
- ☐ With Box-n-Go: store on your property or at our facility - whichever works best
- ☐ Pack yourself - or we arrange licensed help to pack and load
- ☐ Keep smoke-exposed items separate
- ☐ Ask adjuster about contents coverage

### 2 First Hours

- ☐ Account for every person and pet
- ☐ If safe: medications, IDs, chargers
- ☐ A change of clothes - nothing else yet

### 4 Document Everything

- ☐ **Photo/video EVERY room before moving**
- ☐ Wide shots AND close-ups
- ☐ Damaged and undamaged items both
- ☐ You cannot take too many photos

### 6 Prevent Further Damage

- ☐ Move undamaged items from standing water
- ☐ **Do NOT run heating or AC after ANY loss**
- ☐ Ducts spread soot, moisture, mold spores
- ☐ Keep receipts - policies require steps

### 8 Paper Trail

- ☐ Claim diary: calls, names, dates
- ☐ Keep EVERY receipt - housing and meals
- ☐ **Throw nothing away until documented**

## Do NOT

- ✗ Re-enter before clearance
- ✗ Run heat or AC after any loss
- ✗ Power on wet electronics
- ✗ Discard anything undocumented
- ✗ Sign what you have not read

## Words You Will Hear

**Mitigation** stops the damage spreading  
**Pack-out** contents moved off-site  
**Scope of loss** the agreed repair list  
**ALE** hotel and meals while out  
**Put-back** belongings returned after rebuild

## First-Call List

- ☐ Insurance company / your agent
- ☐ Licensed restoration contractor
- ☐ Utility company (gas / power)
- ☐ Landlord or HOA, if applicable
- ☐ Storage: Box-n-Go (877) 269-6461

A storage container can be at your Southern California property within 48 hours - store on your property or at our facility - whichever works best for your needs.

Questions? Call (877) 269-6461 | [boxngo.com/business-storage/restoration/](http://boxngo.com/business-storage/restoration/)

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