

402-844-2050

# ***I HAD A FIRE! NOW WHAT?***

## **YOU HAD A FIRE WHAT HAPPENS NOW?**

Having a fire is not only destructive to your property but a major life disruption. This information will help guide you to recover as quickly as possible. The information is not all inclusive but provides basic information to help you recover from your loss. The fire division is there to help with any questions you have.

The Norfolk Fire Division makes every effort to limit the damage to your property in extinguishing the fire. However, additional damage might be incurred while checking for fire extension. This is normal and necessary to be assured the fire is completely out.

Fire investigators will have many questions about the origin of the fire and what you saw, smelled and heard at the time of the fire. All questions are important to help discover the cause of the fire. These results will be used to help prevent future fires in our community. Some of these questions will be personal & may make you uncomfortable, but are necessary and should be answered to the best of your ability.



## WHO CAN HELP?

There are several agencies that are here to help you recover. The Red Cross responds to most fires that occur in this area and are there to help keep you warm and safe while firefighting operations are underway. Both the Salvation Army and the Red Cross can provide a place for you to live for up to 3 days.

**RED CROSS- 402-371-0393**

**SALVATION ARMY- 402-379-4663**

## WHAT NEEDS TO BE DONE?

1. Call your insurance agent to notify them of the fire so they can start the process of getting your home back into living condition for you.
2. In most cases the property will be turned over to you and you will need to make sure it is secured.
3. It is recommended that you not remove anything until the insurance company adjuster has looked at the structure to get you an actual estimate of damage and what can be used and what can be replaced.
4. The repairs will need to be done with a permit issued by the City of Norfolk and or the county in which you reside. The permit process allows inspections to take place to insure compliance with the codes.
5. If the property is beyond repair it will need to be cleaned up and properly disposed of in a timely manner.

## WHAT HAPPENS IF THE HOUSE CAN'T BE REPAIRED?

If the damage exceeds 50 percent of the value of the property, the structure(s) must be removed. The debris should be removed as soon as the insurance issues have been completed. The fire division has names of companies that can remove and properly dispose of the debris from the property.