



NEW-CAN GROUP INC.

General Contracting | Project Management | Consulting | Restoration | Property Management

What To Do In Case of a Property Damage Emergency?

Whenever a property emergency strikes, we recommend you look for your insurance contract as soon as any danger has passed. Once your property insurance documents are accessible for review, contact your insurance broker or insurer immediately. There may be coverage under your policy, meaning your insurance company will reimburse the cost of restoring your property damage.

**For immediate assistance, call NEW-CAN GROUP INC. at:
416.276.5844**

The faster you act, the more likely you will be to minimize damage and stress. As a property owner, you have the right to choose your contractor. Your insurance company might suggest a “preferred contractor” to perform the mitigation and repair work. As the insured you must contact a reputable restoration company as soon as possible after a loss occurrence to conduct emergency restoration services. **YOU DO NOT NEED APPROVAL FROM YOUR INSURANCE COMPANY TO DO THIS!** You have the option of choosing who you are most comfortable with. We understand your situation and will assist you with bringing your property back to a pre-loss condition in a reasonable time frame.

What can you do in the meantime to manage your property damage emergency...?

Water Damage

- Locate the source of water escape and have the problem repaired immediately by shutting off the main water supply
- Make sure all drains are accessible and clear
- Remove any excess water with appropriate water extraction equipment
- Remove any possessions in the path of the water. Wipe water from any affected possessions and move onto protective sheets to minimize further damage
- In summer, turn on air-conditioning to maximize drying potential. In the winter, alternate opening windows and heating for maximum drying potential
- Do not utilize any electronic appliances
- Do not consume food items exposed to the water
- Move all pets to a clean and safe environment

Wind Damage

- Have professional roofers remove loose debris and secure openings in the roof to minimize the water entry
- Have professional tree removal company remove any branches from the roof and any broken / hanging branches

Vehicle Impact and Vandalism

- Evacuate affected areas and prohibit access
- Hire professional to ensure property is stable before re-entering

Fire/Smoke Damage

- Make sure ventilation system is off except when temperature is below freezing (0C)
- Wipe off any polished surfaces affected by smoke
- Open windows to ventilate the area if possible
- Move all pets to a clean and safe environment
- Do not use any electrical appliances or devices until they have been cleaned and checked
- Empty your refrigerator and/or freezer completely if the electricity is down
- Do not attempt to clean or wash surfaces
- Close doors in affected areas to localize smoke odors
- Do not consume food items exposed to fire or smoke
- When temperatures are below freezing (0C) pour anti-freeze in toilet bowls, sinks and tub if heat is off
- Stay out of all impacted areas until safety is assured

Catastrophic Storms

- Use all resources to find trained professional to help
- Exercise patience as there are many others just like you in the same situation

Please keep this document in your records for future reference !