

25 point plan

Do

- Call us on 1300 667 692. We can usually be at your property within 1-2 hours any hour of the day or night.
- If appropriate, initiate your Emergency Management Plan.
- Call your insurance company. Every insurer has a preferred response process. Ask first, so that you don't get caught out later.
- Ask your insurer what your responsibilities include and begin the process of determining if your loss is covered and to what extent it is covered.
- If water has entered through your roof or wicked up the walls, it is important that you turn off all power to the property.
- Do not handle wet electrical equipment.
- Open your doors and windows and if you're able, push water out the door using a wooden or plastic broom.
- Photograph the damaged area.
- If you can, stack furniture, possessions, stock or business records on benches and tables with dry electrical goods in the highest places.
- Wipe excess water from wood furniture
- Place foil or plastic under furniture legs to prevent staining to carpets or rugs.
- Lift up floor length drapes and place them through plastic hangers hung from the curtain rods.:
- Remove small rugs, boxes, books or other items that might stain the carpet.
- Gather loose objects from the floor.
- Locate your important papers, valuables and mementos and move them to a dry, safe place.
- Move valuable paintings and art objects to dry in a safe place.
- Don't throw away removed or damaged materials until instructed by your insurance company.
- Keep an activity log, including a record of all correspondence with your insurance company.
- Keep a copy of all receipts of any items purchased to replace contents that have been damage as a result of this event.
- Be extremely careful of wet and slippery floors especially when traveling from wet areas onto linoleum, tile, or wood floors.
- Avoid wading even in shallow water as it may be contaminated.
- If you must enter shallow water, wear solid boots for protection.
- Secure objects that are likely to float and cause damage.
- Relocate waste containers, any household chemicals, and poisons well above water level.
- In the event of a major storm check your garage, shed or any other outside buildings and move any at risk contents to higher ground (remember things like cans of fuel, gas cylinders, chemicals etc).

- **DO NOT**
- Use electronics or other household appliances while standing on wet carpets or floors, especially on concrete;
- Use your household vacuum as this may cause electrical shock;
- Turn on ceiling fixtures if ceiling is wet, and keep out of rooms where ceilings are sagging from retained water;
- Place wet items on unaffected carpet.