

Fire Damage Restoration



FRA, Fire Damage Restoration Experts

FRA project manages many fire restoration works every year, we understand and empathise how devastating it can be.

Our goal is to restore as much of your contents and structure as possible. While there may be some items that are non-restorable, FRA will document this in an inventory.

Time is of the essence, as it passes on, it allows for secondary damages to occur. The sooner FRA can get on site and begin a make safe, the more contents we will be able to restore. FRA will ensure that contents and structure are cleaned appropriately so that the smoke odour is eradicated and there are no lingering odours in the structure.

We are here to support you through this process to ensure your property is restored to the industry standards and a pre-loss condition.

FRA Response

FRA will provide an assessment report of the full extent of the damage that has occurred. This will include the impact of the smoke, residues, heat damage from the fire, damaged contents, structure that can be cleaned, etc. In addition, FRA will explain what items can be restored and the techniques we use. This is an important step during the assessment process as you will be fully informed on what can be restored to its original condition and what is deemed non-restorable.

As no two fires are the same and the extent of the damage differs, FRA's assessments can include odour and smoke eradication, cleaning, sanitisation, and cleaning of the air vents and ducts. We'll keep you fully informed of the progress of the job as part of our overall communications.

What To Do Until Help Arrives

After the fire has been extinguished, take precautions when entering the structure and moving around. Only enter if the fire investigator has deemed the structure safe. Wait for a qualified professional to answer your questions if you are unsure about how to proceed. It is always better to be safe than sorry.

Take pictures of the structural damages and all affected contents. Your insurance company will require these, especially if you begin disposing of affected contents. Make an inventory along with the photos that detail the make and model of electronics and an itemised list of affected clothing, soft goods and any other contents that you intend claiming for reimbursement.

Stay organised. This can be difficult amidst your burnt surroundings but if you do, it will

make this process smoother and more efficient.

Take notes. Document all conversations or online correspondence that you have with your insurance broker, loss adjuster or restoration professionals. In a stressful situation, miscommunication can occur.

Save your receipts and original documents for your insurance claim.

Call your insurance broker to lodge the claim or call the insurance company direct. You have a duty of care to notify your insurance company and lodge a claim as soon as possible. A loss adjuster will be assigned to your claim and will work with you to return your structure to a pre-loss condition.

Call FRA! We will work with your insurance company and loss adjuster to develop a comprehensive restoration plan.

What Not To Do

DON'T wipe or attempt to wash fire residue from walls, ceilings, or other absorbent surfaces. It is important not to tamper with any of the damages before it has been assessed by the loss adjuster.

Avoid using any soft contents like upholstered furniture, that has been impacted by heavy smoke residue or debris until they have been safely cleaned. These items require special treatment to remove the harmful smoke toxins.

Dispose of all food items and canned goods that were exposed to the heat of the fire and keep an inventory.

DON'T turn on computers, televisions, stereos or electrical appliances until they have been professionally cleaned and tested and tagged.

The fire could have damaged the electrical circuits which may be hazardous.

WE'RE READY TO HELP

- 24/7/365 Emergency Make Safe Services
- Australia-wide Coverage
- Professional, Highly Credentialed and Certified Staff
- Unrivaled Expertise and Service

SERVICES

- Emergency Flood Response
- Water Damage Restoration
- Flood Response and Recovery
- Fire Restoration
- Mould Remediation
- Clandestine Drug Lab Recovery
- Insurance Claim Management
- Desiccant Drying
- Electronics & Media Restoration
- Large Loss Response
- Odour Eradication
- Contents Restoration
- Electronic & Mechanical Recovery Services
- Dry Ice Blasting
- Furniture Restoration
- Trauma & Crime Scene Clean Up
- Thermal Imaging & Reporting
- HVAC Hygiene Services

INDUSTRIES SUPPORTED

- Commercial Entities
- Industrial Facilities
- Real Estate Industry
- Government Facilities and Local Councils
- Retail Industry
- Healthcare Facilities
- Power & Energy
- Hospitality Industry
- Educational Facilities & Campuses
- Manufacturing
- Agriculture
- Electronic Data Processing Equipment

Tasmania • Victoria • New South Wales • Queensland • ACT

For more information visit www.fra.com.au or call 1300 667 692

