



## WHAT TO DO AFTER A FIRE

- ❑ Get permission from The Villages Public Safety Department (Fire Department) to re-enter the fire-damaged structure.
- ❑ Contact family members and loved ones to inform them of the accident. Take care of your family and your pets, ensure they are safe and have temporary living arrangements.
- ❑ Call District Utility Billing Customer Service at 352-750-0000 and other utility providers (electric, gas) to inform them of the fire and discuss the need for emergency shut-off service.
- ❑ Call your homeowners insurance company to begin the claim process. Coordinate with them on how to assess damage losses and replacement values of personal property and belongings.
- ❑ Call a local service provider and schedule arrangements for fire remediation services.
- ❑ Understand and acknowledge the specifics of the “fire report” and make sure you get a copy.
- ❑ Document all fire damage. Take photographs and detailed notes of damage to property.
- ❑ Notify District Customer Service (352-753-4508) that your home sustained fire damage and provide them with temporary contact information to obtain new ID Cards if needed.
- ❑ If you own a pool and your home is condemned, work with a local company to secure your pool to prevent accident drownings (fencing, wood covering, etc.).
- ❑ Retrieve valuable belongings and irreplaceable heirlooms before you leave the property.
- ❑ Contact local law enforcement and Community Watch (352-753-0550) and advise them if your home will be vacant. Notify the post office and other local service companies (pest control, pool, lawn, etc.).
- ❑ Start the process of replacing important documents lost in the fire, such as licenses, passports, birth certificates, titles, deeds, tax records, etc.
- ❑ Fires can be traumatic for your entire family. Take care of everyone's emotional needs and schedule counseling if needed.
- ❑ For disaster relief, contact your local Red Cross and Salvation Army.
- ❑ Contact The Villages Residential Construction and Home Warranty department (352-753-6222) for a copy of your home construction and site plans. They may be able to assist with identifying contractors and home builders in the local area.
- ❑ Notify Community Standards (352-751-3912) that your home sustained fire damage and they will discuss the timelines for repair or rebuilding required under your Declaration of Restrictions.
- ❑ Contact your Mortgage Company and Lender to advise them of the fire damage to your home. Contact credit card company to report credit cards lost in the fire.
- ❑ Utilize the [FEMA After the Fire Guide](#).

## WHAT NOT TO DO AFTER A FIRE

1. **Do not** enter your home until you're given permission that it is safe.
2. **Do not** turn on gas, water or electric utilities until a professional has deemed them safe.
3. If your car is burned, **do not** start or move it.
4. **Do not** try to clean any of the smoke or soot damage yourself. Leave that to professionals with proper safety equipment and experience.