

Hiring a Fire Restoration Contractor

You may want to hire a fire restoration contractor who can:

- give advice on how to prevent more damage,
- help you decide what can or cannot be cleaned, and/or
- help to thoroughly clean and deodorize your home before you move back in.

Hiring a Contractor

- Try to work with your insurance company. This can help to ensure the contractor follows good business practices and restores your home correctly and legally.
- If you pick your own contractor, ask about their training, experience, credentials and check their references. Get a referral from your insurance company or past customers if possible.
- You can find fire restoration contractors listed on the internet and in phone directories under “fire and water damage restoration”.
- If anyone in your family is sensitive to chemicals or mold, tell the contractor so they can take extra care.
- Be clear upfront whether you or your insurance company will pay. Get estimates in writing.
- For more tips on hiring a contractor, visit www.alberta.ca/hiring-contractor.

Communicating with the Contractor

Your fire restoration contractor should explain how they will restore your home. They should give you:

- a damage assessment
- a timeline for repairs

*** Ensure you receive approval from the insurance company before repairs begin. ***

If you have any questions or problems with consumer issues, you can contact Service Alberta at 1-877-427-4088.

Contact us at 1-833-476-4743 or [submit a request online](#) at ahs.ca/eph.

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