

Recent record-setting rainfalls have caused flooding in our area. Due to the large number of homeowners who have been impacted by this, emergency restoration contractors are in very short supply right now. Please understand that there are going to be delays and it's going to take time, but rest assured that we're working hard to get you the support you need.

In the meantime, here are some tips to help you get through the next little while.

- 1 If it's safe to do so, try to remove the water from your home with a wet/dry vacuum. However, if there's organic material in the water, we'd recommend having a septic company pump it out instead.
- 2 Renting dehumidifiers and fans to try and begin drying out the area is a good idea. Remember to save all receipts.
- 3 If you can, move items away from the flooded parts of your home. Make a list of everything that has been damaged by the water and take lots of photos as well. Document any items that need to be thrown out and if possible take pictures of them being disposed of.
- 4 Record the hours that you and/or any family members or friends spend working to remove the water from your home. You may be able to use these hours to help offset the cost of your deductible. Save the receipts for anything that needs to be bought to help remove the water.
- 5 Please be safe and only do things that you're physically able to do. If you need assistance, reach out to family members or neighbours for help. Local tradespeople can be a good resource as well. Again, remember to record working hours and save receipts.

Once again, we can't stress enough that making very detailed notes about the damage to your home and belongings, hours worked and any other problems you encounter plus taking many photos of your home and saving all of your receipts will be a big help with your claim.

Please let us know if you have any questions or concerns. We're here to help you get through this difficult time.