

Remediation Services

A fire is a tragic event. In the coming weeks and months that follow, it is important to work with a trusted company to help reclaim your items or rebuild your home.

When handling fire and smoke damage restoration one might think the best approach is to get to done immediately. However, this option may be one that only wreaks more chaos. The first step in fire and smoke damage restoration is to get professional advice. Contact your local insurance agent, who should be one of the first calls you make. They will put you in touch with many local restoration professionals for advice and services.

There are plenty of times when a fire has occurred and the damage may look minimal on the outside however, structurally, the damage can be totally disastrous. Fire and smoke damage restoration professionals can help sort out the bigger picture.

Those affected by a fire or smoke damage can take comfort in knowing there are many reputable companies out there. Search for free at www.bbb.org or call a BBB representative at 866.206.1800 or 719.636.1155.

Contractors/ Storm Chasers

The BBB suggests that you solicit two or three bids from roofing/remodeling/repair contractors you are considering. All bids should be based on the same set of specifications, materials used and completion date. Have all guarantees or warranties in writing. Be sure the contractor is in compliance with all local licensing, bonding and insurance requirements, and that any necessary building permits are obtained by the company.

Read the contract carefully before signing. There may be cancellation fees. Never sign a blank or partially blank contract. If you do not understand the contract, do not sign it until you do. Obtain a copy of the contract at the time it is signed. Contracts signed away from the seller's normal place of business are subject to the FTC 3-day 'Cooling Off Rule.' You do NOT have to give a reason for cancelling the transaction; you have the right to change your mind. For further details on the 'Cooling Off Rule,' please go to: <http://www.ftc.gov>.

Typically, a down payment of one third of the total contract price is made with additional payments after completion of each phase of work. Final payment should not be made until all work is complete and has been inspected approved by you and/or the licensing authority.

Natural disasters like tornados, fire and earthquakes can bring out the best in people, as strangers reach out to help others in need. Unfortunately, crises also bring out persons who take advantage of the victims.

Some of the most common "after-disaster" scams involve damage done to roofs.

Whether your roof was hit hard by a natural disaster or just needs to be replaced due to time, you need to take certain precautions when it comes to hiring a roofing contractor.

Be wary of door-to-door workers who claim to have left-over materials from a job "down the street" or who do not have a permanent place of business. If sales people contact you in this manner, check to see if your community requires them to have solicitation permits.

Require a written contract agreement with anyone you hire. Be sure their name, address, license number and phone number are included in the contract. Clearly written proposals that are detailed and broken down into separate line items are a good sign that the contractor is being thorough and has prepared an accurate estimate.

Disaster victims should never feel forced to make a hasty decision or to choose an unknown contractor. BBB.org has Business Reviews on more than 67,000 roofing contractors nationally, and reviews are available for free at www.bbb.org. For up-to-date information on additional tips and current scams go to www.southerncolorado.bbb.org/BBB-Press-Releases.

To report any suspicious companies, calls or e-mails please contact: info@bbbsc.org