



Restoration Documentation Checklist

A print-friendly guide for organizing factual property-damage and restoration records in Osceola County and Central Florida.

Hugo Fire & Water Restoration is a restoration contractor, not a public adjuster or insurance carrier. The carrier determines policy interpretation, coverage, approval, reimbursement, payment, and timing.

Start With These Four Steps

[] Safety first Call 911 for active fire, collapse, electrical danger, gas odor, medical danger, or another immediate threat.	[] Photograph safely Record visible conditions without entering restricted or dangerous areas or delaying urgent property protection.
[] Report the event Contact the carrier and ask what information, deadlines, inspection steps, and submission method apply.	[] Start a timeline Write down the date discovered, what happened, affected areas, and emergency actions already completed.

Restoration File

[] Property and contacts Address, responsible contacts, safe-access instructions, property use, and authorized representatives.	[] Event timeline Date discovered, reported source if known, emergency calls, access changes, and major work milestones.
[] Damage photographs Wide room views, close details, visible building openings, affected contents, and safe exterior views.	[] Affected-area notes Room names, materials, visible conditions, access limits, and areas that were not inspected.
[] Mitigation records Authorized extraction, removal, containment, cleanup, stabilization, and equipment activity when applicable.	[] Moisture and drying Applicable readings, affected and reference areas, equipment notes, and drying-progress logs.
[] Temporary protection Board-up, roof-tarping, water-control, and other emergency property-protection records.	[] Fire and smoke Visible soot, smoke residue, odor sources, firefighting water, and affected materials when applicable.
[] Contents records Room context, item or group descriptions, photographs, visible condition, and handling status.	[] Cleanup and work notes Authorized tasks, progress updates, scope changes, limitations, and remaining restoration dependencies.
[] Receipts and authorizations Signed work authorizations, temporary-protection receipts, and other relevant project records.	[] Communication log Dates, names, contact method, requested information, factual updates, and agreed next steps.

Site Visit and Carrier Call Worksheet

Use this page to keep basic contacts, preparation steps, carrier questions, and follow-up notes together.

Property address	
Date discovered	
Claim number (optional)	
Carrier contact	
Adjuster name (optional)	
Hugo project contact	

Before a Site Visit

[] Confirm the appointment Ask who will visit, how the time will be scheduled, and whether another contact should attend.	[] Prepare the timeline Keep the date discovered, what happened, and major emergency or restoration steps in order.
[] Label photographs Group safe photographs by date, room, area, or exterior location when practical.	[] Gather project records Keep applicable mitigation, drying, cleanup, contents, temporary-protection, and receipt records together.
[] Keep access safe Do not enter or open an unsafe area solely to prepare for an inspection.	[] Write questions down Bring questions about required records, damaged materials, deadlines, and next steps.

Questions for the Carrier

[] Claim basics What is my claim number, primary contact, and required reporting deadline?	[] Required records Which photographs, forms, receipts, or contractor records should I submit?
[] Submission method How should I send documents, and which file types are accepted?	[] Property visit Who will inspect the property, and how will the visit be scheduled?
[] Damaged materials Should I keep affected materials or belongings for inspection?	[] Policy questions Who should I contact about deductibles, limits, exclusions, and other policy terms?

Keep private policy documents, identification, banking information, and other sensitive records in a secure channel. The short Hugo website form does not require those materials.

Need restoration documentation help? Call 24/7: (888) HUGONOW | (888) 484-6669

The verified 15-minute timeframe begins dispatch coordination after intake and is not a guaranteed arrival time.