



Smoke and Soot First-Steps Checklist

A one-page guide for safe first steps, useful records, and a clearer cleanup conversation after smoke or soot damage.

Call 911 first for an active fire, gas odor, electrical danger, structural collapse, medical emergency, or another immediate threat. This checklist is not permission to enter a damaged property.

Immediate Next Steps

1	Call 911 for active danger Use emergency services for an active fire, gas odor, electrical danger, collapse risk, medical emergency, or another immediate threat.
2	Wait for permission to enter Do not re-enter until the fire department or another appropriate authority confirms that access is permitted.
3	Keep affected systems off Do not operate affected HVAC equipment, utilities, appliances, or electronics until a qualified party permits use.
4	Leave soot-covered surfaces alone Do not wipe, scrub, or test household cleaners. The wrong method can smear, embed, or spread residue.
5	Photograph only from a safe place Record visible rooms, residue, openings, water, and belongings without entering restricted areas or touching soot.
6	Avoid moving affected belongings Do not carry residue through cleaner rooms or discard items before photographs and authorized decisions.
7	Call for a cleanup review Share the address, access status, affected rooms, visible soot, odor, contents, water, and openings you can safely observe.

Information to Keep Together

1	Property and access details Address, authorized contacts, access restrictions, and current utility or HVAC status.
2	Photos and room notes Wide room views, visible residue patterns, affected contents, and adjoining areas.
3	Emergency and expense records Official notices, temporary-protection approvals, receipts, and relevant communication details.
4	Questions for the crew Which materials need testing? Which rooms need review? Does a specialist need to inspect an HVAC, electrical, structural, or other concern?

Insurance coverage and claim decisions are determined by the applicable carrier and policy. Hugo cannot guarantee coverage, approval, payment, or reimbursement.

Need smoke and soot cleanup help? Call 24/7: (888) HUGONOW | (888) 484-6669

Dispatch coordination begins within 15 minutes after intake. This is not an arrival-time guarantee.