

Leaving Your Home (continued)

Do not throw away any damaged goods until after an inventory is made. All damages are taken into consideration in developing your insurance claim. If you are considering contracting for inventory or repair services discuss your plans with your insurance agent/company first.

If it is safe to do so, try to locate the following items:

- Identification - driver's licenses and Social Security cards
- Insurance Information
- Medication Information
- Eyeglasses, Hearing Aids or Other Prosthetic Devices
- Valuables - Credit Cards, Bank Books, Cash and Jewelry

There are many people/entities that should be notified of your relocation, including:

- insurance agent/company
- your child's school
- mortgage company
- post office & delivery service
- your family and friends
- police department
- your employer
- your utility companies

Replacing Money

Handle burnt money as little as possible. Try to place each bill or part of a bill in plastic wrap to help preserve it. If money is only partly burnt - if half or more is still OK - you can take it to your regional Federal Reserve Bank to get it replaced. Ask your bank for the one nearest you. You can also send the burnt money to the Treasury. For personal delivery and non-postal couriers, e.g. FedEx, UPS, send to:

Bureau of Engraving and Printing
MCD/OFM, Room 344A
14th and C Streets SW
Washington, DC 20228

You can find more information about replacing damaged money at www.moneyfactory.gov/submitclaim.

To replace U.S. savings bonds that have been destroyed or mutilated, go to www.TreasuryDirect.gov/forms/sav1048.pdf and download the FS Form 1048—Claim for Lost, Stolen or Destroyed United States Savings Bonds. If the bond(s) is mutilated, carefully pack the pieces and submit them with the FS Form 1048. If any registrant is deceased, provide a certified copy of the death certificate. Send to:

Treasury Retail Securities Site
PO Box 214
Minneapolis, MN 55480-0214

The First 24 Hours

Securing Yourself and The Site

Contact your local disaster relief service, such as the American Red Cross or the Salvation Army, to help with your immediate needs such as:

- Temporary Housing
- Food
- Medicine
- Eyeglasses
- Clothing
- Other Essential Items

Contact your insurance agent / company

CAUTION

It is important to understand the risk to your safety and health even after the fire is out. The soot and dirty water left behind may contain things that could make you sick. Be very careful if you go into your home and if you touch any fire-damaged items.

Do not enter the damaged site. Fires can rekindle from hidden, smoldering remains.

Normally, the fire department will see that utilities (water, electricity and natural gas) are either safe to use or are disconnected before they leave the site. Do not attempt to turn on utilities yourself.

Be watchful for structural damage caused by the fire. Roofs and floors may be damaged and subject to collapse.

Food, beverages and medicine exposed to heat, smoke, soot and water should not be consumed.

Leaving Your Home

Contact your local police department to let them know the site will be unoccupied.

In some cases it may be necessary to board up openings to discourage trespassers.

Beginning immediately, save receipts for any money you spend. These receipts are important in showing the insurance company what money you have spent related to your fire loss and also for verifying losses claimed on your income tax.

Important Information

Date of Fire: _____

Time of Fire: _____

Location of Fire: _____

Name of Fire Department: Anna Fire Rescue

Address of Fire Department: 305 S. Powell Pkwy.

Anna, Texas 75409

Fire Dept. Non-Emergency Number: 972-924-2143

Fire Incident Report Number: _____

Fire Marshal or Fire Investigator: _____

Insurance Company: _____

Insurance Company Phone Number: _____

Insurance Policy Number: _____

Vehicle Identification Number (VIN) for cars, trucks and motorcycles destroyed:

After the Fire



Anna Fire Rescue

305 S. Powell Pkwy.
P.O. Box 487
Anna, Texas 75409

Phone: 972-924-2143
Fax: 972-924-2772

firedepartment@annatexas.gov

www.annatexas.gov



Telephone Numbers You May Need

American Red Cross	903-519-9549
Animal Control Collin County Animal Services	972-547-7292
Auto Registration (County Tax Office)	972-547-5014
Building Inspections & Permits	972-924-2616
Chamber of Commerce	972-924-8533
City of Anna Water, Sewer, Trash, Recycling	972-924-2432
County Courthouse	972-548-4100
Driver's License (Dept. of Public Safety)	972-867-4221
Social Security	800-772-1213
Fire Department (Administration)	972-924-2143
Police Department (Non-Emergency Number)	972-924-2848
Humane Society (SPCA of Collin County)	214-742-7722
Veterans' Information	800-698-2411
Voters Information	972-547-1900
Medical Emergencies	911
Police Emergencies	911

Take Care of Yourself and Family

Contact your local disaster relief service - American Red Cross or Salvation Army. They will help you find food, clothing, medicine and a place to stay. You have a big job ahead of you. Get plenty of rest, and ask for help. Do not try to do it all alone.

Insured

Give notice of the loss to the insurance company or the insurer's agent/company.

Ask the insurance company what to do about the immediate needs of the dwelling, such as covering doors, windows, and other exposed areas, and pumping out water.

Ask your insurance agent/company what actions are required of you. Some policyholders maybe required to make an inventory of damaged personal property showing in detail the quantity, description and how much you paid for the items.

Not Insured

Your recovery from a fire loss may be based upon your own resources and help from your community. Private organizations that may be sources of aid or information:

- American Red Cross
- Salvation Army
- Religious Organizations
- Dept of Social Services
- Non-Profit Crisis Counseling Centers
- State or Municipal Emergency Services Office
- Civic Organizations

Check with your local Internal Revenue Service office for PUBLICATION 547 - TAX INFORMATION ON DISASTERS, casualty losses and thefts. A quick refund is possible if you file form 1045, APPLICATION FOR TENTATIVE REFUND. Check with the I.R.S. first.

Valuing Your Property

You will encounter different viewpoints on the value of your property in adjusting your fire loss or in claiming a casualty loss on your federal income tax. Knowing the following terms will help you understand the process used to determine the value of your fire loss:

Your personal valuation: Your personal loss of goods through fire may be difficult to measure. These personal items have sentimental value to you; however, it is objective measures of value that you, the insurer, and the Internal Revenue Service will use as a common ground for discussion. Some of these objective measures are discussed below.

Cost when purchased: This is an important element in establishing an item's final value. Receipts will help verify the cost price.

Fair market value before the fire: This concept is also expressed as ACTUAL CASH VALUE. This is what you could have received for the item if you had sold it the day before the fire. The price would reflect its cost at purchase minus the wear it had sustained since purchase. Depreciation is the formal term

used to express the amount of value an item loses over a period of time.

Value after the fire: This is sometimes called the item's salvage value.

Restoration Services

There are companies that specialize in the restoration of fire damaged structures. Whether you or your insurer employs this type of service, be clear of who will pay. Be sure to request an estimate of cost for the work. Before any company is hired, check their references. These companies provide a range of services that may include some or all of the following:

- Securing the site against further damage
- Estimating structural damage
- Repairing structural damage
- Estimating cost to repair or renew items of personal property
- Packing, transportation and storage of household items
- Securing appropriate cleaning or repair subcontractors
- Storing repaired items until needed

Replacing Documents and Records

Here is a checklist of documents you will need to replace if they have been destroyed, and who to contact for information on the replacement process.

Driver's License	Department of Motor Vehicles
Auto Registration	Collin County Tax Assessor-Collector
Checking / Savings	Your Bank, as soon as possible
Insurance Policies	Your Insurance Agent
Military Discharge Papers	Department of Veterans Affairs
Passports	Collin County District Clerk Office
Birth, Death and Marriage Certificates	County Clerk in appropriate County
Divorce Papers	Circuit Court where decree was issued
Social Security or Medicare Cards	Social Security Administration (McKinney)
Credit Cards	The issuing companies, as soon as possible
Titles to Deeds	County Clerk in appropriate county
Stocks and Bonds	Issuing Company or your Broker
Wills	Your Lawyer
Medical Records	Your Doctor
Warranties	Issuing Company

Income Tax Records	The IRS Center where Filed or your Accountant
Citizenship Papers	U.S. Immigration and Naturalization Service
Prepaid Burial Contract	Issuing Company
Animal Registration Papers	Humane Society or Local Veterinarian
Mortgage Papers	Lending Institution

Help your Pets

If you have pets, find and comfort them. Scared animals often react by biting/scratching. Handle them carefully. Leave pets with a family member, friend or veterinarian if you are visiting or cleaning your damaged home. Keeping your pets out of the house until the cleanup is complete will keep them safe.

Fire Department Operations Common Questions

Why are windows broken or holes cut in the roof?

As a fire burns, it moves upward then outward. Breaking the windows and/or cutting holes in the roof (called ventilation) slows the damaging outward movement, it helps remove blinding smoke that obscures the actual fire, and enables firefighters to fight the fire more efficiently. The result of this action is less damage to the structure in the long run.

Why are holes cut in walls?

This is done so that the fire department is absolutely sure that the fire is completely out and that there is no fire inside the walls or other hidden places.

Is it possible to obtain a copy of the fire report?

Yes, you can go to our city website [Public Information/Records Requests | Anna, TX - Official Website \(annatexas.gov\)](http://PublicInformation/RecordsRequests|Anna,TX-OfficialWebsite(annatexas.gov)) and this request is processed through the City Secretary's office.



If you have any questions, please contact our office at:
305 S. Powell Pkwy, Anna, Texas 75409
or call 972-924-2143 or email firedepartment@annatexas.gov