

Commercial Water Damage First-Call Checklist

A practical response sheet for property managers, owners and facility teams

24/7 EMERGENCY RESTORATION
SERVICE, 7 DAYS A WEEK

(440) 482-8286

Use this checklist during the first call after commercial water damage. If there is an immediate danger, leave the affected area and contact the appropriate emergency authority first.

1 Safety first

- ☐ Keep people away from standing water, wet electrical equipment and visibly unstable materials.
- ☐ Stop the water source only when it can be done without risk. A plumber, utility, fire department or other qualified provider may need to address the source.
- ☐ Do not enter areas with sewage, unknown water, falling ceiling materials, active fire conditions or other uncontrolled hazards.
- ☐ Protect safe access routes for emergency officials, building staff and restoration crews.

2 Information to have ready

- ☐ Property address, building name, suite or floor and the safest entry point.
- ☐ Caller name, callback number and the on-site decision maker or keyholder.
- ☐ Where the water is visible and which rooms, floors, units or operating areas may be affected.
- ☐ Known or suspected source, whether it is active and who is handling the source.
- ☐ When the loss was discovered and any known timeline before discovery.
- ☐ Electrical, structural, contamination, access or security concerns.
- ☐ Business hours, occupied areas and operations that cannot be interrupted without coordination.

3 Protect ongoing operations

- ☐ Restrict access to the affected area and identify safe alternate routes for employees, tenants, customers and vendors.
- ☐ List critical rooms, inventory, equipment, records and services that need priority coordination.
- ☐ Identify building access rules, security contacts, loading areas, elevator limits and after-hours requirements.
- ☐ Do not promise a reopening time before the affected conditions and approved restoration scope are evaluated.

4 Document the loss safely

- ☐ Take wide and close photos or video only from safe areas. Do not disturb hazardous materials to get a better picture.
- ☐ Write down the discovery time, source-control actions, people notified and important operating impacts.
- ☐ Gather available policy, claim, maintenance, plumber, fire department or facility-management information.
- ☐ Keep damaged inventory or materials in place when practical until they are documented and the next step is approved.

5 Avoid these common mistakes

- ☐ Do not use household fans in areas affected by sewage or unknown water.
- ☐ Do not operate wet electrical equipment or remove ceiling materials without appropriate training and clearance.
- ☐ Do not discard materials, move major contents or authorize permanent repairs before documenting the loss and confirming the approved scope.

WHAT HAPPENS ON THE FIRST CALL

We ask about the affected area, visible conditions, known hazards, source status, access and operating priorities. We then explain the appropriate next step and coordinate an approved restoration scope. Exact timing depends on the verified conditions and access.