

In the First Hours

- Your safety and your family's safety come first. Only re-enter when officials say it is safe.
- Do not discard any belongings until your insurance adjuster has inspected them.
- Take photos of damage if it is safe to do so — they help document your claim.
- Keep all receipts for any temporary housing, food, or emergency purchases.
- You are not alone. Help is available and the process, while difficult, is manageable one step at a time.

Callaway Services

Houston, Texas

Fire & Restoration Division

General contractor offering complete, turnkey recovery from board-up through reconstruction.

Callaway Services

Houston, Texas • General Contractor

Fire & Restoration Division

CONTACT

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Available to assist after the scene is cleared

When the fire trucks leave and the shock sets in, this guide is meant to give you a clear starting point. Keep it with you. We are ready when you are.

Staffed by current & retired firefighters

Real fireground experience you can trust

BUSINESS CARD

Attach or insert here

Four diagonal corner slots • staple or insert card

AFTER THE FIRE

A calm, clear guide for the first steps
after a structure fire

CALLAWAY SERVICES

Houston, Texas

Fire & Restoration Division

General Contractor • Turnkey Recovery

Discreetly presented after the scene is cleared

You Don't Have to Figure This Out Alone

Once the last fire apparatus leaves, most people feel overwhelmed and unsure what to do next. That is completely normal. Here is a simple, ordered path forward.

1 Contact Your Insurance

Call your insurance company as soon as possible to open a claim. Ask what they need from you and whether they will send an adjuster. Provide any photos you were able to take safely. Keep a notebook of every conversation, date, and claim number.

2 Secure the Property Immediately

Board-up and temporary roofing/tarping protect the structure from weather, further damage, and unauthorized entry. This step also helps preserve any salvageable contents still inside. Callaway Services can respond quickly to secure the building.

Important Caution

Be careful hiring a mitigation-only company. Firms that handle only emergency cleanup—and are not general contractors—commonly leave owners with fragmented recovery, delays, higher costs, coordination failures, and gaps in accountability and quality after a structure fire.

3 Protect & Recover Contents

Professionals carefully pack out, inventory, clean, and store belongings that can be saved. Smoke, soot, and water damage require specialized cleaning. Items are stored securely until the structure is ready for return.

4 Mitigation & Professional Cleaning

Address water damage from firefighting efforts, remove soot and smoke residue from surfaces and HVAC systems, and eliminate odors at the source. Proper mitigation prevents secondary damage such as mold.

5 Full Reconstruction

When the structure is ready, rebuild with one trusted partner. Callaway Services provides complete turnkey reconstruction.

Turnkey services include:

- Structural repairs & framing
- Drywall, insulation & painting
- HVAC systems
- Plumbing & electrical
- Flooring, cabinets & finishes
- Roofing & exterior
- Complete project management

Why Callaway Services

As a Houston-based general contractor with deep experience in remediation, build-back, and full construction, we are expanding our dedicated Fire & Restoration Division to serve families and businesses after structure fires.

What Sets Us Apart

Current & Retired Firefighters on Staff

We employ current and retired firefighters who bring real fireground expertise. They understand fire behavior, structural compromise, and the realities of a fire scene — insight most general contractors simply do not have.

One Partner

From emergency board-up through final finishes — you work with one accountable team.

Local & Responsive

Houston-based. We understand the urgency and the local process.

Compassionate Approach

We know this is one of the hardest days of your life. We treat every property and every person with respect.

Insurance Coordination

We work directly with adjusters and provide the documentation needed for your claim.

You Are Not Alone

When the shock begins to settle and the questions start, Callaway Services is ready to walk with you through every stage of recovery — carefully, clearly, and completely.

713-240-7564