



BRANDWEER
ZONE ANTWERPEN

What to do after a fire or disaster?

Practicalities after an intervention by the fire brigade

**The fire brigade put out
a fire in your house.**

**What should or shouldn't
you do? What paperwork
should you file?**





Directly after the fire

01

- ⇒ **Do not enter the house.**
This can be dangerous.
- ⇒ The fire brigade has **to clear the house first.**
- ⇒ The police or sometimes a fire expert will then **determine the cause of the fire.**
- ⇒ After that, they will **give you permission to enter** the house.



**Do you believe the fire was started
or someone did this deliberately?
Report this to the police or fire brigade
as soon as possible.**



Contact your insurance company

02

- ⇒ Contact your fire insurance as soon as possible and **file a claim.**
- ⇒ Do you rent the house? **Contact the owner** immediately.
- ⇒ Make **a list** of all the items that were damaged or lost. Also take photos and videos of the damage. The insurance company will send an expert or experts. They will make a record of the damages.
- ⇒ You can – on your own initiative – contact a **counter-expert.** That person will then defend your rights.



Beware of fake or fraudulent (insurance) experts. Always contact your own insurance first.



Contact your providers for internet, water, gas and electricity

03

- ⇒ Report **damages to cables and pipes**. Are any pipes damaged? Shut off the water, gas and electricity supply.
- ⇒ **Can you stay in your house?** Have the electricity and gas pipes and all connected appliances checked by a recognized installer.
- ⇒ Were the gas and electricity supply disconnected? **Have them reconnected.**



**BRANDWEER
OFFICIER**

✓ Checklist

I have contacted
my supplier

- internet
- water
- gaz
- electricity



Release of the house

04


- ⇒ Did the fire brigade, police and insurance allow you to enter your house?

YES my house has been released

- ⇒ **Collect** all high value items first.
- ⇒ Dispose of small fire debris in **residual waste bags** when possible.
- ⇒ **Empty your fridge and freezer.**
Never use food or medicine from a room where there was a fire.
- ⇒ Also check items that were outside during the fire. Garden furniture, play equipment, etc. also **have to be cleaned properly.**
- ⇒ **Do you need help** cleaning and tidying up?
Ask your insurance company who can help.

NO I can't enter my house today

- ⇒ **Lock the house properly.**
The police will give you advice.
- ⇒ Can you **stay with family or friends** temporarily? Or ask your insurance company if you are insured for a replacement house.



**You don't have insurance for a replacement house and you have nowhere to go?
See next page.**

You don't have insurance for a replacement house and you have nowhere to go?



⇒ **Do you live in Antwerp?**

Call Victim Support, Antwerp police:

03 347 99 10 (from 9 am until 11.30 am
and from 12.30 pm until 4 pm)

– or ask the police.

⇒ **Do you live in Zwijndrecht?**

Contact the Welfare department at:

0800 99 604.

⇒ **Do you live in Wijnegem?**

Contact the Welfare department at:

03 288 20 60.





Important phone numbers



- ⇒ **(European) emergency number
fire brigade, ambulance and police**
urgent help - **112**
- ⇒ **Blue line Antwerp police**
non-urgent help - **03 22 11 333**
- ⇒ **City's contact centre, city of Antwerp**
03 22 11 333
- ⇒ **Local police Zwijndrecht**
03 250 64 10
- ⇒ **Local police Minos (Wijnegem)**
03 451 98 98
- ⇒ **Water company - Waterlink**
078 35 35 09



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Do you want to read stories of other people who have been through a fire? Or maybe you want to share your own story (anonymously). Visit our website **brandw8.be**.

Digital format and other languages

This brochure is also available in digital format in several other languages.



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QR-code**

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