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Emergency Repair Response — 8-Module Crisis Course

What to Do in the First 15 Minutes of Any Home Emergency

Step-by-step emergency response protocols for burst pipes, sewage backup, electrical fires, gas leaks, roof leaks during storms, foundation flooding, power outages, and HVAC failures. Quick-reference cards for every scenario.

80+ Page Professional Guide	**$54.99**	Revised & Expanded Edition — 2026

Michael Blucker — Goal Investment, Inc. *| 132 W Woodstock St Unit A, Crystal Lake, IL 60014 | (815) 669-0846*

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ILLINOIS-SPECIFIC NOTE: Illinois statutes referenced in this guide include the Illinois Residential Landlord and Tenant Act (765 ILCS 720), Illinois Property Maintenance Code, and various municipal codes. Laws change — verify current statutes at ilga.gov before relying on any legal reference.

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Emergency Repair Response

8-Video Crisis Course

When disaster hits, the next 30 minutes matter most.

Burst pipe • Electrical trip • Water heater failure • Storm damage • Shutoffs •

Insurance documentation • Stabilization before a pro arrives

8 field-ready video lessons + printable emergency worksheets

Homeowners, landlords, property managers, and maintenance-minded families

Know what to shut off, what to photograph, who to call, and what not to touch.

Michael - GOAL Investment Inc.

Educational safety guide only. This course does not replace licensed plumbing, electrical, HVAC, structural,

restoration, fire, gas utility, or emergency services. If there is fire, smoke, electrical arcing, gas odor, carbon

monoxide alarm, sewage exposure, structural movement, or standing water near energized equipment, leave the

area and call emergency services or the proper utility/professional.

How to Use This Crisis Course

The First 90 Seconds Protocol

The 30-Minute Stabilization Framework

Video 1: Burst Pipe Response

Video 2: Electrical Trip, Sparking, and Panel Safety

Video 3: Water Heater Failure

Video 4: Storm Damage and Roof Leak Stabilization

Video 5: Sewage Backup and Drain Failure

Video 6: HVAC Failure in Heat or Cold

Video 7: Gas Smell, CO Alarm, and Combustion Emergencies

Video 8: Documentation, Insurance, and Calling the Right Pro

Emergency Contacts and Shutoff Worksheets

Quick Reference Cards

Source and Safety Notes

Emergency Repair Response: 8-Video Crisis Course

How to Use This Crisis Course

This workbook is the printable companion for an 8-video emergency response course. It is built for the moment when

something goes wrong and the homeowner needs a clear, calm sequence instead of panic.

The goal is not to teach risky repairs. The goal is stabilization: stop the damage from getting worse, protect people,

document the scene, and communicate clearly with the correct professional.

Each module includes a video objective, what you should know before the emergency, what to do in the first 90 seconds,

the next 30 minutes, what to document for insurance, and when to stop and call for help.

Print the worksheets at the back and post the shutoff locations near your electrical panel, utility room, basement stairway,

or property maintenance binder. A good emergency plan is visible before the emergency starts.

Course rule: protect life first, protect the structure second, protect possessions third. Never risk injury to save

What this course helps you do

- Find and label main water, gas, and electrical shutoffs before a crisis.
- Decide when a situation is an emergency call versus a contractor call.
- Take useful photos, videos, timestamps, and notes before cleanup begins.
- Avoid creating secondary damage from unsafe drying, wrong breakers, or hidden leaks.
- Prepare a one-page household emergency contact list.

Emergency Repair Response: 8-Video Crisis Course

The First 90 Seconds Protocol

Most property emergencies are won or lost in the first few minutes. The first 90 seconds are not for diagnosis. They are for

safety, shutoff, separation, and calling the right help.

Is anyone in danger from fire,

smoke, gas, CO, shock,

sewage, collapse, or fast water?

Leave the area if needed. Call 911, utility emergency line, or

local fire department when life safety is involved.

Can the source be shut off

Use the labeled main water valve, appliance shutoff,

thermostat, or breaker only when safe and dry. Do not touch

wet electrical equipment.

Can people, pets, and

belongings be moved away?

Close doors, block access, move valuables only if safe, and

Can you photograph before

Take wide, medium, and close shots. Capture clocks, shutoff

positions, dripping source, damaged contents, and standing

Call the correct professional, landlord/property manager,

insurer, or tenant. Give facts, not guesses.

Never enter standing water if outlets, cords, panels, appliances, extension cords, or unknown energized equipment

Emergency Repair Response: 8-Video Crisis Course

The 30-Minute Stabilization Framework

After the first 90 seconds, your job is to reduce spread and preserve evidence without taking on professional repair work.

Stabilization means controlling the scene until the qualified person arrives.

Evacuate if needed, shut water/gas/equipment only when safe, call

utility/emergency line.

Buckets under drips, towels at clean water edges, isolate rooms,

avoid contaminated water.

Photos, video narration, damaged items list, model numbers,

weather conditions, time discovered.

Call insurer, pro contractor, landlord, tenant, neighbor below, or

Clear path to utility room, unlock gates, gather warranty info, write

Stabilization is not demolition. Do not tear into walls, open electrical equipment, remove structural members, cut gas

piping, or perform repairs that require a license or permit.

Emergency Repair Response: 8-Video Crisis Course

Video 1: Burst Pipe Response

Objective: Know how to identify the active water source, shut off the correct valve, protect electrical hazards, and

document water damage before cleanup.

What to have ready before this happens

- Main water shutoff valve location
- Water meter or curb stop awareness
- Supply stops under sinks and toilets
- Buckets, towels, wet/dry vacuum only if electrical conditions are safe
- Flashlight, gloves, phone charger

Stop-work warning signs

- Do not stand in water near outlets, appliances, extension cords, or panels.
- Do not use a wet/dry vacuum unless plugged into a safe GFCI-protected circuit and the equipment is rated for the job.
- Do not close a valve so aggressively that old piping breaks.
- Do not assume water from above is clean; ceilings can hide contamination.

Shut off the nearest fixture valve if the leak is isolated.

If water is uncontrolled, shut off the main water valve.

Open a low faucet to relieve pressure after the main is off.

Move people, pets, and valuables out of the wet area if safe.

Photograph the source, affected rooms, and shutoff position.

Emergency Repair Response: 8-Video Crisis Course

Video 1 Field Handout: Burst Pipe Response

Use this handout during or immediately after the video. Fill in your home-specific details before the emergency happens.

Document for insurance and contractor handoff

- Where water first appeared
- Room names and approximate square footage affected
- Ceiling, wall, floor, cabinet, and contents damage
- Time discovered and time shutoff completed
- Photos of valve position and plumber access points

Common mistakes that make the emergency worse

- Waiting too long to shut off the source.
- Cleaning up before taking photos.
- Touching electrical equipment in wet conditions.
- Calling the wrong trade first and losing time.
- Failing to write down times, names, and what was said.

Before the next lesson, walk the property and locate the related shutoff, label, access panel, vent, cleanout, or emergency contact.

Take a photo and place it in your home emergency folder.

Write your answer here

Where is the shutoff/access point?

Who is the first call?

What tool or supply is missing?

What would stop you from handling this

Emergency Repair Response: 8-Video Crisis Course

Video 1 Instructor Notes and On-Site Demonstration

Use this page to plan the actual video segment. The course is strongest when each lesson is filmed around a real shutoff,

real panel, real appliance, or real damage pattern instead of a studio setup.

Name the emergency and what usually goes wrong in

the first few minutes.

Wide shot of affected area or

Explain what the homeowner can inspect and what

they should not touch.

Close-up of red-tag/stay-back

condition or warning label.

Show where the control point is and how to identify it

Slow close-up with hand pointing,

Show what photos a homeowner should take before

Phone screen/wide-medium-close

Explain what information to give the trade, utility, or

Checklist/phone call script on

Field language to use in the video

- The first job is to make the scene safe, not to prove you can fix it.
- If you cannot identify the source safely, step back and call the right professional.
- A clear photo can save more money than a rushed repair.
- Do not turn a small emergency into a bigger one by guessing.
- Show the tool or shutoff before it is needed.
- Show the wrong move and explain why it is risky without demonstrating a dangerous repair.
- Keep every hazardous action framed as a stop-work warning.
- End with the worksheet prompt so the viewer fills in their own home information.

Emergency Repair Response: 8-Video Crisis Course

Video 1 Scenario Drill and Quiz

This page turns the video into a practice drill. The homeowner should be able to answer these questions without searching

What is the first life-safety question for this emergency?

What is the safest shutoff or isolation step?

What condition means leave the area immediately?

What three photos should be taken before cleanup?

Who is the first professional or utility to call?

What should be written in the event log?

The viewer passes this lesson when they can name the shutoff location, name the stop-work condition, and explain what to

document before cleanup. If they cannot do those three things, they should rewatch the lesson and fill out the worksheet.

Emergency Repair Response: 8-Video Crisis Course

Video 2: Electrical Trip, Sparking, and Panel Safety

Objective: Separate normal breaker trips from emergency warning signs and know when to stop touching anything.

What to have ready before this happens

- Non-contact awareness, not as a final proof of safety
- Surge protector inventory
- List of critical loads: sump pump, freezer, furnace, medical equipment

Stop-work warning signs

- Frequent breaker trips, warm outlets, discoloration, buzzing, smoke, burning odor, tingling appliances, water near wiring, or sparking are

stop-work conditions.

- Do not replace fuses/breakers with larger sizes.
- Do not reset a breaker repeatedly.
- Do not open the panel cover or touch wet electrical equipment.

If there is smoke, fire, arcing, or burning odor, leave and call emergency services.

If safe and dry, turn off the affected breaker one time.

Unplug loads from the affected area if safe.

Do not use the circuit again until evaluated if warning signs remain.

Document what was running when it tripped.

Emergency Repair Response: 8-Video Crisis Course

Video 2 Field Handout: Electrical Trip, Sparking, and

Use this handout during or immediately after the video. Fill in your home-specific details before the emergency happens.

Document for insurance and contractor handoff

- Breaker label and position
- What appliances/lights were on
- Photos of outlet discoloration or damaged cords
- Sound/smell observations
- Frequency of trips and dates

Common mistakes that make the emergency worse

- Waiting too long to shut off the source.
- Cleaning up before taking photos.
- Touching electrical equipment in wet conditions.
- Calling the wrong trade first and losing time.
- Failing to write down times, names, and what was said.

Before the next lesson, walk the property and locate the related shutoff, label, access panel, vent, cleanout, or emergency contact.

Take a photo and place it in your home emergency folder.

Write your answer here

Where is the shutoff/access point?

Who is the first call?

What tool or supply is missing?

What would stop you from handling this

Emergency Repair Response: 8-Video Crisis Course

Video 2 Instructor Notes and On-Site Demonstration

Use this page to plan the actual video segment. The course is strongest when each lesson is filmed around a real shutoff,

real panel, real appliance, or real damage pattern instead of a studio setup.

Name the emergency and what usually goes wrong in

the first few minutes.

Wide shot of affected area or

Explain what the homeowner can inspect and what

they should not touch.

Close-up of red-tag/stay-back

condition or warning label.

Show where the control point is and how to identify it

Slow close-up with hand pointing,

Show what photos a homeowner should take before

Phone screen/wide-medium-close

Explain what information to give the trade, utility, or

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Field language to use in the video

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Emergency Repair Response: 8-Video Crisis Course

Video 2 Scenario Drill and Quiz

This page turns the video into a practice drill. The homeowner should be able to answer these questions without searching

What is the first life-safety question for this emergency?

What is the safest shutoff or isolation step?

What condition means leave the area immediately?

What three photos should be taken before cleanup?

Who is the first professional or utility to call?

What should be written in the event log?

The viewer passes this lesson when they can name the shutoff location, name the stop-work condition, and explain what to

document before cleanup. If they cannot do those three things, they should rewatch the lesson and fill out the worksheet.

Emergency Repair Response: 8-Video Crisis Course

Video 3: Water Heater Failure

Objective: Respond to leaking, no hot water, popping sounds, scald risk, and tank failure without creating gas, electrical, or

What to have ready before this happens

- Water heater type: gas/electric/tankless
- Cold-water inlet valve
- Gas shutoff or electrical disconnect awareness
- Drain pan and floor drain location
- Manufacturer/model/serial photo

Stop-work warning signs

- Do not touch wet electrical components.
- Do not relight gas equipment if you smell gas.
- Do not cap, plug, or modify the temperature-pressure relief valve.
- Do not drain a tank unless you know the discharge path is safe and the unit is shut down correctly.

For active leaking, shut the cold-water inlet if reachable and safe.

For major tank rupture, shut the main water if needed.

Turn off power/gas only according to the equipment type and only if safe.

Move belongings away from water.

Call a licensed plumber/HVAC or qualified water heater professional.

Emergency Repair Response: 8-Video Crisis Course

Video 3 Field Handout: Water Heater Failure

Use this handout during or immediately after the video. Fill in your home-specific details before the emergency happens.

Document for insurance and contractor handoff

- Tank label, age, and photos
- Leak source: top, bottom, valve, piping, pan
- Water path and damaged materials
- Temperature setting if visible
- Service history and warranty info

Common mistakes that make the emergency worse

- Waiting too long to shut off the source.
- Cleaning up before taking photos.
- Touching electrical equipment in wet conditions.
- Calling the wrong trade first and losing time.
- Failing to write down times, names, and what was said.

Before the next lesson, walk the property and locate the related shutoff, label, access panel, vent, cleanout, or emergency contact.

Take a photo and place it in your home emergency folder.

Write your answer here

Where is the shutoff/access point?

Who is the first call?

What tool or supply is missing?

What would stop you from handling this

Emergency Repair Response: 8-Video Crisis Course

Video 3 Instructor Notes and On-Site Demonstration

Use this page to plan the actual video segment. The course is strongest when each lesson is filmed around a real shutoff,

real panel, real appliance, or real damage pattern instead of a studio setup.

Name the emergency and what usually goes wrong in

the first few minutes.

Wide shot of affected area or

Explain what the homeowner can inspect and what

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Close-up of red-tag/stay-back

condition or warning label.

Show where the control point is and how to identify it

Slow close-up with hand pointing,

Show what photos a homeowner should take before

Phone screen/wide-medium-close

Explain what information to give the trade, utility, or

Checklist/phone call script on

Field language to use in the video

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- Show the wrong move and explain why it is risky without demonstrating a dangerous repair.
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- End with the worksheet prompt so the viewer fills in their own home information.

Emergency Repair Response: 8-Video Crisis Course

Video 3 Scenario Drill and Quiz

This page turns the video into a practice drill. The homeowner should be able to answer these questions without searching

What is the first life-safety question for this emergency?

What is the safest shutoff or isolation step?

What condition means leave the area immediately?

What three photos should be taken before cleanup?

Who is the first professional or utility to call?

What should be written in the event log?

The viewer passes this lesson when they can name the shutoff location, name the stop-work condition, and explain what to

document before cleanup. If they cannot do those three things, they should rewatch the lesson and fill out the worksheet.

Emergency Repair Response: 8-Video Crisis Course

Video 4: Storm Damage and Roof Leak Stabilization

Objective: Control interior spread during wind/rain without climbing roofs, exposing yourself to lightning, or damaging

What to have ready before this happens

- Tarps/plastic sheeting for interior protection
- Attic flashlight and respirator awareness
- Ladder safety plan - usually wait for pro
- Insurance policy and emergency repair number

Stop-work warning signs

- Do not climb a wet, icy, storm-damaged, or windy roof.
- Do not enter an attic if electrical wiring is wet, structure is sagging, or ceiling is failing.
- Do not puncture a bulging ceiling without planning water control and safety.
- Do not discard damaged materials before documenting.

Move people and contents from the leak path.

Place buckets and protect flooring.

Take photos of exterior from ground only.

If ceiling is bulging, keep people away and call a pro.

Notify roofer/restoration contractor and insurer.

Emergency Repair Response: 8-Video Crisis Course

Video 4 Field Handout: Storm Damage and Roof Leak

Use this handout during or immediately after the video. Fill in your home-specific details before the emergency happens.

Document for insurance and contractor handoff

- Weather conditions and time
- Exterior photos from ground
- Interior path from ceiling to floor
- Damaged contents and serial numbers
- Temporary protection used

Common mistakes that make the emergency worse

- Waiting too long to shut off the source.
- Cleaning up before taking photos.
- Touching electrical equipment in wet conditions.
- Calling the wrong trade first and losing time.
- Failing to write down times, names, and what was said.

Before the next lesson, walk the property and locate the related shutoff, label, access panel, vent, cleanout, or emergency contact.

Take a photo and place it in your home emergency folder.

Write your answer here

Where is the shutoff/access point?

Who is the first call?

What tool or supply is missing?

What would stop you from handling this

Emergency Repair Response: 8-Video Crisis Course

Video 4 Instructor Notes and On-Site Demonstration

Use this page to plan the actual video segment. The course is strongest when each lesson is filmed around a real shutoff,

real panel, real appliance, or real damage pattern instead of a studio setup.

Name the emergency and what usually goes wrong in

the first few minutes.

Wide shot of affected area or

Explain what the homeowner can inspect and what

they should not touch.

Close-up of red-tag/stay-back

condition or warning label.

Show where the control point is and how to identify it

Slow close-up with hand pointing,

Show what photos a homeowner should take before

Phone screen/wide-medium-close

Explain what information to give the trade, utility, or

Checklist/phone call script on

Field language to use in the video

- The first job is to make the scene safe, not to prove you can fix it.
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- Show the wrong move and explain why it is risky without demonstrating a dangerous repair.
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- End with the worksheet prompt so the viewer fills in their own home information.

Emergency Repair Response: 8-Video Crisis Course

Video 4 Scenario Drill and Quiz

This page turns the video into a practice drill. The homeowner should be able to answer these questions without searching

What is the first life-safety question for this emergency?

What is the safest shutoff or isolation step?

What condition means leave the area immediately?

What three photos should be taken before cleanup?

Who is the first professional or utility to call?

What should be written in the event log?

The viewer passes this lesson when they can name the shutoff location, name the stop-work condition, and explain what to

document before cleanup. If they cannot do those three things, they should rewatch the lesson and fill out the worksheet.

Emergency Repair Response: 8-Video Crisis Course

Video 5: Sewage Backup and Drain Failure

Objective: Recognize contaminated water, prevent exposure, stop water use, and call the right cleanup professional.

What to have ready before this happens

- Main cleanout location if known
- Plumber and sewer contractor contacts
- Nitrile gloves and boots for observation only
- Do not use household fans on contaminated water
- Municipal sewer contact if public sewer issue is suspected

Stop-work warning signs

- Assume sewage is contaminated. Keep children, pets, and occupants away.
- Do not run more fixtures.
- Do not use a wet/dry vacuum on sewage unless you have proper equipment and PPE.
- Do not remove contaminated porous materials without proper containment.

Stop using sinks, toilets, showers, laundry, and dishwasher.

Shut off water to overflowing fixtures if helpful.

Keep occupants away from the area.

Photograph the backup and water line marks.

Call plumber/sewer and restoration company.

Emergency Repair Response: 8-Video Crisis Course

Video 5 Field Handout: Sewage Backup and Drain

Use this handout during or immediately after the video. Fill in your home-specific details before the emergency happens.

Document for insurance and contractor handoff

- Which fixtures backed up
- Whether neighbors are affected
- Photos of water level and rooms
- Items contacted by sewage
- Calls made to municipality/utility

Common mistakes that make the emergency worse

- Waiting too long to shut off the source.
- Cleaning up before taking photos.
- Touching electrical equipment in wet conditions.
- Calling the wrong trade first and losing time.
- Failing to write down times, names, and what was said.

Before the next lesson, walk the property and locate the related shutoff, label, access panel, vent, cleanout, or emergency contact.

Take a photo and place it in your home emergency folder.

Write your answer here

Where is the shutoff/access point?

Who is the first call?

What tool or supply is missing?

What would stop you from handling this

Emergency Repair Response: 8-Video Crisis Course

Video 5 Instructor Notes and On-Site Demonstration

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Name the emergency and what usually goes wrong in

the first few minutes.

Wide shot of affected area or

Explain what the homeowner can inspect and what

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condition or warning label.

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Show what photos a homeowner should take before

Phone screen/wide-medium-close

Explain what information to give the trade, utility, or

Checklist/phone call script on

Field language to use in the video

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Emergency Repair Response: 8-Video Crisis Course

Video 5 Scenario Drill and Quiz

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What is the first life-safety question for this emergency?

What is the safest shutoff or isolation step?

What condition means leave the area immediately?

What three photos should be taken before cleanup?

Who is the first professional or utility to call?

What should be written in the event log?

The viewer passes this lesson when they can name the shutoff location, name the stop-work condition, and explain what to

document before cleanup. If they cannot do those three things, they should rewatch the lesson and fill out the worksheet.

Emergency Repair Response: 8-Video Crisis Course

Video 6: HVAC Failure in Heat or Cold

Objective: Protect occupants and prevent secondary damage when heating or cooling fails during extreme weather.

What to have ready before this happens

- Furnace/AC disconnect location
- Filter size and service history
- Thermostat settings
- Known emergency heat/cooling options
- List of vulnerable occupants and pets

Stop-work warning signs

- Do not use ovens, grills, charcoal, or generators indoors for heat or power.
- Do not bypass safety switches.
- Do not ignore CO alarms during heating season.
- Do not run space heaters on damaged cords or overloaded extension cords.

Check thermostat mode and batteries.

Check filter if accessible and safe.

Check that vents are open and exterior exhaust/intake is not blocked.

If no heat in freezing weather, protect pipes by opening cabinet doors and maintaining safe heat

Call HVAC service if equipment fault persists.

Emergency Repair Response: 8-Video Crisis Course

Video 6 Field Handout: HVAC Failure in Heat or Cold

Use this handout during or immediately after the video. Fill in your home-specific details before the emergency happens.

Document for insurance and contractor handoff

- Indoor/outdoor temperature
- Thermostat reading and settings
- Error codes or light flashes
- Filter condition photo
- Rooms affected and vulnerable occupants

Common mistakes that make the emergency worse

- Waiting too long to shut off the source.
- Cleaning up before taking photos.
- Touching electrical equipment in wet conditions.
- Calling the wrong trade first and losing time.
- Failing to write down times, names, and what was said.

Before the next lesson, walk the property and locate the related shutoff, label, access panel, vent, cleanout, or emergency contact.

Take a photo and place it in your home emergency folder.

Write your answer here

Where is the shutoff/access point?

Who is the first call?

What tool or supply is missing?

What would stop you from handling this

Emergency Repair Response: 8-Video Crisis Course

Video 6 Instructor Notes and On-Site Demonstration

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Wide shot of affected area or

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What should be written in the event log?

The viewer passes this lesson when they can name the shutoff location, name the stop-work condition, and explain what to

document before cleanup. If they cannot do those three things, they should rewatch the lesson and fill out the worksheet.

Emergency Repair Response: 8-Video Crisis Course

Video 7: Gas Smell, CO Alarm, and Combustion

Objective: Make safe decisions when odor, detector alarms, or fuel-burning equipment creates a life-safety concern.

What to have ready before this happens

- Gas utility emergency number
- CO alarms installed and tested
- Know where gas meter is, but do not use it during active gas emergency unless utility instructed
- Furnace/water heater room access
- Evacuation meeting point

Stop-work warning signs

- If you smell gas, do not switch lights, use phones inside, light flames, or operate electrical devices. Leave and call from outside.

- If a CO alarm sounds, move outside to fresh air and call emergency services or the fire department.
- Do not re-enter until cleared.
- Do not run generators in garages or near openings.

Evacuate people and pets.

Call 911/fire department/gas utility from outside.

Do not try to find the leak yourself.

Do not restart appliances.

Wait for clearance by emergency responders or utility.

Emergency Repair Response: 8-Video Crisis Course

Video 7 Field Handout: Gas Smell, CO Alarm, and

Combustion Emergencies

Use this handout during or immediately after the video. Fill in your home-specific details before the emergency happens.

Document for insurance and contractor handoff

- Alarm time and location
- Symptoms: headache, dizziness, nausea, confusion
- Appliances running at the time
- Photos only after cleared safe
- Utility/fire department report number

Common mistakes that make the emergency worse

- Waiting too long to shut off the source.
- Cleaning up before taking photos.
- Touching electrical equipment in wet conditions.
- Calling the wrong trade first and losing time.
- Failing to write down times, names, and what was said.

Before the next lesson, walk the property and locate the related shutoff, label, access panel, vent, cleanout, or emergency contact.

Take a photo and place it in your home emergency folder.

Write your answer here

Where is the shutoff/access point?

Who is the first call?

What tool or supply is missing?

What would stop you from handling this

Emergency Repair Response: 8-Video Crisis Course

Video 7 Instructor Notes and On-Site Demonstration

Use this page to plan the actual video segment. The course is strongest when each lesson is filmed around a real shutoff,

real panel, real appliance, or real damage pattern instead of a studio setup.

Name the emergency and what usually goes wrong in

the first few minutes.

Wide shot of affected area or

Explain what the homeowner can inspect and what

they should not touch.

Close-up of red-tag/stay-back

condition or warning label.

Show where the control point is and how to identify it

Slow close-up with hand pointing,

Show what photos a homeowner should take before

Phone screen/wide-medium-close

Explain what information to give the trade, utility, or

Checklist/phone call script on

Field language to use in the video

- The first job is to make the scene safe, not to prove you can fix it.
- If you cannot identify the source safely, step back and call the right professional.
- A clear photo can save more money than a rushed repair.
- Do not turn a small emergency into a bigger one by guessing.

- Show the tool or shutoff before it is needed.
- Show the wrong move and explain why it is risky without demonstrating a dangerous repair.
- Keep every hazardous action framed as a stop-work warning.
- End with the worksheet prompt so the viewer fills in their own home information.

Emergency Repair Response: 8-Video Crisis Course

Video 7 Scenario Drill and Quiz

This page turns the video into a practice drill. The homeowner should be able to answer these questions without searching

What is the first life-safety question for this emergency?

What is the safest shutoff or isolation step?

What condition means leave the area immediately?

What three photos should be taken before cleanup?

Who is the first professional or utility to call?

What should be written in the event log?

The viewer passes this lesson when they can name the shutoff location, name the stop-work condition, and explain what to

document before cleanup. If they cannot do those three things, they should rewatch the lesson and fill out the worksheet.

Emergency Repair Response: 8-Video Crisis Course

Video 8: Documentation, Insurance, and Calling the

Objective: Build an organized record that helps the contractor fix faster and helps the insurer understand the loss.

What to have ready before this happens

- Insurance policy number
- Photos/video storage plan
- Contractor contacts
- Receipts and warranty folder
- Emergency contact worksheet posted

Stop-work warning signs

- Do not sign blank authorizations or unclear emergency work orders.
- Do not exaggerate or guess. Document facts.
- Do not discard damaged contents before photos and insurer guidance.
- Do not delay mitigation when safe to begin; prevent further damage.

Take wide, medium, and close photos.

Record a short video narration with date/time and what happened.

List damaged rooms and contents.

Call the right trade: plumber, electrician, HVAC, roofer, restoration, utility, structural engineer.

Keep receipts for emergency purchases.

Emergency Repair Response: 8-Video Crisis Course

Video 8 Field Handout: Documentation, Insurance,

and Calling the Right Pro

Use this handout during or immediately after the video. Fill in your home-specific details before the emergency happens.

Document for insurance and contractor handoff

- Photos before, during, after stabilization
- Names and times of calls
- Contractor license/insurance details if applicable
- Receipts and invoices
- Final scope, estimates, and change orders

Common mistakes that make the emergency worse

- Waiting too long to shut off the source.
- Cleaning up before taking photos.
- Touching electrical equipment in wet conditions.
- Calling the wrong trade first and losing time.
- Failing to write down times, names, and what was said.

Before the next lesson, walk the property and locate the related shutoff, label, access panel, vent, cleanout, or emergency contact.

Take a photo and place it in your home emergency folder.

Write your answer here

Where is the shutoff/access point?

Who is the first call?

What tool or supply is missing?

What would stop you from handling this

Emergency Repair Response: 8-Video Crisis Course

Video 8 Instructor Notes and On-Site Demonstration

Use this page to plan the actual video segment. The course is strongest when each lesson is filmed around a real shutoff,

real panel, real appliance, or real damage pattern instead of a studio setup.

Name the emergency and what usually goes wrong in

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Wide shot of affected area or

Explain what the homeowner can inspect and what

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Emergency Repair Response: 8-Video Crisis Course

Video 8 Scenario Drill and Quiz

This page turns the video into a practice drill. The homeowner should be able to answer these questions without searching

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What three photos should be taken before cleanup?

Who is the first professional or utility to call?

What should be written in the event log?

The viewer passes this lesson when they can name the shutoff location, name the stop-work condition, and explain what to

document before cleanup. If they cannot do those three things, they should rewatch the lesson and fill out the worksheet.

Emergency Repair Response: 8-Video Crisis Course

Emergency Contacts and Shutoff Locations

Print this page and post it near the utility room, electrical panel, or maintenance binder. Update it twice a year.

Gas utility emergency

manager/tenant contact

Emergency Repair Response: 8-Video Crisis Course

Use this page to describe or sketch where the important shutoffs are. Label them in real life with durable tags.

Fixture shutoffs: kitchen/baths

Water heater cold inlet

Electrical main panel

Gas meter/main gas shutoff

Furnace/boiler disconnect

Sump pump and backup power

Property sketch / notes

Emergency Repair Response: 8-Video Crisis Course

Use one log per incident. Facts and timing matter for troubleshooting, insurance, and tenant communication.

Person who discovered it

Immediate safety concern?

Shutoff used and time

Professional/utility called

Arrival time / report number

Temporary stabilization completed

Follow-up repairs needed

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Damage Documentation Checklist

- Take a wide photo showing the whole room or area.
- Take medium photos showing the path of water, smoke, impact, or damage.
- Take close photos of the source, labels, cracks, stains, and damaged contents.
- Record a short video describing what happened, what you shut off, and the current condition.
- Photograph serial/model numbers for appliances and equipment.

- Keep receipts for fans, tarps, buckets, temporary lodging, parts, and emergency services.
- Do not discard damaged property until documented and insurer guidance is clear.

Emergency Repair Response: 8-Video Crisis Course

Quick Reference Card: What to Shut Off

Fixture valve or main

Plumber / restoration

Cold-water inlet, then

unit energy source if safe

Electrical/gas hazard

Plumber / water heater pro

Electrician / fire dept.

Evacuate to fresh air

Fire department / 911

Stop water use; fixture

shutoff if overflowing

Plumber / restoration

Interior containment only

Storm, wet roof, sagging

HVAC / utility / fire dept.

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Source and Safety Notes

This workbook is designed around conservative safety principles: evacuate for life-safety threats, shut off sources only

when safe, document before cleanup, and call the appropriate professional. The references below were used as safety

anchors and should be checked for updates over time.

Family emergency planning and preparedness steps, including planning ahead before

Disaster cleanup and recovery guidance; utility guidance includes turning off water at the

main valve when water pipes are damaged and calling a plumber.

Electrical home fire safety guidance and warning signs such as frequent breaker trips,

warm/discolored outlets, and tingling appliances.

U.S. Fire Administration

Carbon monoxide safety guidance, including installing CO alarms outside sleeping areas

and on every level, and using generators outdoors away from openings.

Carbon monoxide/generator guidance, including using portable generators outside only

and at least 20 feet from the home with exhaust directed away.

Final reminder: when in doubt, step back and make the call. The cost of a service call is smaller than the cost of

injury, fire, gas exposure, sewage contamination, mold spread, or hidden structural damage.

Emergency Repair Response: 8-Video Crisis Course

Professional Addendum

Enhanced Reference Material — 2026 Edition

The Emergency Response Priority Framework

Every home emergency follows the same priority sequence: (1) LIFE SAFETY FIRST — get people and pets out if there is any risk to life. Fire, gas leak, structural collapse risk, CO — evacuate, call 911, do not re-enter. (2) STOP THE SOURCE — shut off water, gas, or electricity feeding the emergency. Knowing where your main shut-offs are before an emergency is not optional. (3) CONTAIN THE DAMAGE — stop spread. Close doors to limit fire/smoke. Use buckets, towels, and tarps. (4) DOCUMENT — photograph everything before cleanup. Insurance requires documentation. (5) REMEDIATE — begin cleanup within 24 hours to prevent mold. (6) REPAIR — proper repair after damage is assessed. Skipping steps 1–4 to get to step 6 is the most expensive mistake property owners make in emergencies.

Gas Leak Emergency Protocol

If you smell gas (natural gas is odorized with mercaptan — rotten egg smell): DO NOT turn any electrical switch on or off. DO NOT use your phone inside the building. DO NOT start any engine inside or near the building. EVACUATE immediately — leave the door open as you exit. Once outside and away from the building: Call 911 and your gas utility from your cell phone. Do not re-enter until the gas company has inspected and cleared the building. The gas utility will come 24/7 at no charge to check for leaks. A gas leak that ignites creates a vapor cloud explosion or flash fire. This is not a DIY situation under any circumstances. Reference: NFPA 54 (National Fuel Gas Code), NFPA 58 (LP-Gas Code).

References & Standards

Key Reference Standards: International Residential Code (IRC) 2021 • National Electrical Code (NEC) NFPA 70-2023 • International Plumbing Code (IPC) 2021 • International Mechanical Code (IMC) 2021 • International Building Code (IBC) 2021 • OSHA 29 CFR Part 1926 (Construction) • OSHA 29 CFR Part 1910 (General Industry) • Illinois Plumbing Code (77 Ill. Adm. Code 890) • Illinois Accessibility Code (71 Ill. Adm. Code 400) • Illinois Energy Conservation Code (2021 IECC) • ASTM International Standards • ANSI Standards • NFPA 101 Life Safety Code • EPA Lead Renovation, Repair and Painting Rule (40 CFR Part 745) • HUD Housing Quality Standards. Note: Code editions adopted vary by jurisdiction. Verify the edition enforced by your local AHJ.

How to use citations in this guide: When a code section is referenced (e.g., IRC R302.1), the reader should obtain the current adopted edition for their jurisdiction. Code sections referenced are from the 2021 editions unless otherwise noted. Always confirm with your local AHJ which edition is locally adopted and whether local amendments apply.

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ILLINOIS-SPECIFIC NOTE: Illinois statutes referenced in this guide include the Illinois Residential Landlord and Tenant Act (765 ILCS 720), Illinois Property Maintenance Code, and various municipal codes. Laws change — verify current statutes at ilga.gov before relying on any legal reference.

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