FREQUENTLY ASKED QUESTIONS

HOME RESTORATION COMPANIES



What is a "Restoration Company?"

Restoration companies restore damaged property after accidents or disasters and often work closely with insurance companies. Some only restore the dwelling structure; others also restore the damaged contents.

Restoration companies often move and store damaged household goods and return them when the home and/or contents are repaired.

Does a restoration company need a Bureau license?

In California, if the business is paid to move your household goods it is considered a Household Mover and must be licensed by the Bureau.



Who can help if I have a complaint against a restoration company?

If the business has moved your goods in California, you can file a complaint with the Bureau: bhgs.dca.ca.gov.



What should I do before hiring a restoration company?

- Do your research: if you are paying the business to move your household goods, check the license on the Bureau's website and make sure they have insurance: <u>bhgs.dca.ca.gov</u>. You can also check online reviews, but be aware that some are fake.
- 2. During a disaster, be wary of companies that approach you unsolicited and do not feel pressured into signing a contract before you're ready.
- 3. Avoid a large downpayment upfront and be wary of estimates that are "too good to be true."
- 4. Make sure you have a written estimate and that you understand the contract before you sign. Contracts should include the agreed costs, whether you or the insurance company pays, a timeline to complete the job, and the company's Bureau-issued license number.
- 5. Inventory and photograph any items removed from your home.
- 6. If covered by insurance, don't settle the claim until the restoration is complete.