

Smoke and Ash Damage Claims

Release Date: Th3 14, 2024

If your property had smoke and ash damage due to the Hermit's Peak/Calf Canyon Fire, you may be eligible for compensation to cover costs of cleaning and repair. This includes smoke and ash damages to structures, personal property, automobiles, etc. If you were treated for medical issues due to the smoke and ash, you may also be eligible for compensation. Individuals and businesses may file a claim with the Claims Office to seek compensation for smoke and ash damages suffered from the fire by submitting a Notice of Loss.

Examples of Smoke and Ash Damage

- Surface discoloration: Soot and ash can discolor walls, ceilings, floors, and surfaces, leaving behind unsightly black marks.
- Structural damage: If left untreated, smoke damage may lead to structural damage.
- Corrosion: Soot and ash can corrode metal surfaces and electrical components, leading to further damage and safety hazards.
- Health hazards: Smoke and ash may contain chemicals and particles that may be harmful to your health if not properly removed.
- Content damage: Smoke and ash can penetrate and damage personal property, clothing, furniture and other contents within your home.
- Odor: Smoke damage often leaves an unpleasant odor that can be difficult to remove without proper cleaning and deodorization.

Examples of Damaged Property

- The home you own or rent
- Garages, carports, barns, sheds and outbuildings
- Retail and commercial businesses, schools and universities, hospitals, churches and state and local government buildings
- Property contents



The Claims Office is using standard tools to estimate damages and costs for cleaning and does not require a site visit in most cases. Anyone with smoke damages is encouraged to submit a claim along with any photos, estimates, or invoices they have available. The Claims Office can estimate a rate by square footage designed to include compensation for home repairs such as replacing carpet, insulation, home furnishings, and cleaning interior and exterior surfaces. Amount of compensation is related to the distance your property is to the burn scar.

How to File a Claim for Smoke and Ash Damage

- If you already submitted a Notice of Loss and would like to discuss compensation for smoke and ash damage, reach out to your Navigator.
- If you have not yet submitted a Notice of Loss but would like to discuss your eligibility for compensation, call the Claims Office Helpline, 505-995-7133, reach out by email, fema-hermits-peak@fema.dhs.gov, or drop by any of our three Claims Offices. Visit fema.gov/disaster/current/hermitspeak/contact-us for locations and hours.

For information and updates regarding the Claims Office, please visit the Hermit's Peak/Calf Canyon Claims Office website at fema.gov/hermits-peak. For information in Spanish, visit fema.gov/es/hermits-peak. You can also follow our Facebook page and turn on notifications to stay up to date about the claims process, upcoming deadlines and other program announcements at [Hermit's Peak/Calf Canyon Claims Office | Facebook](#).

