

# INSURANCE CLAIMS

## FREQUENTLY ASKED QUESTIONS



LakeGroupStrata  
Strata & Community Title Managers

### CAN I CLAIM FOR DAMAGE? - WEAR & TEAR VS ACCIDENTAL DAMAGE

Damage to Common Property and Individual Lots occurs from time to time and depending on the extent, nature and cause of the damage, you may be able to lodge a claim under a valid Strata Insurance Policy to meet the cost or part cost of the repairs.

Not all damage can be claimed under a Strata Insurance Policy and the specific inclusions and exclusions of your insurance policy will be detailed in the policy documents and Product Disclosure Statement provided by your chosen Insurer.

✦ Our office can provide a copy of the current insurance policy and PDS upon request.

If the damage to your property is a result of general wear and tear that has occurred over time or lack of maintenance, the Owners Corporation or Lot Owner will be responsible to arrange and meet costs of the repair.

**Note:** it is also important to consider any applicable excess listed on the insurance policy before submitting a claim.

In some cases, the applicable excess may be greater than the cost of repair and may not be financially beneficial to submit.

**A CLAIM MAY BE CONSIDERED FOR DAMAGES WHERE THE CAUSE OF DAMAGE IS CONSIDERED 'ACCIDENTAL DAMAGE' BASED ON THE PROVISIONS OF YOUR POLICY. THIS COULD INCLUDE (BUT IS NOT LIMITED TO):**

- |  |   |
|--|---|
|  Fire           |  Vandalism                       |
|  Storm Damage   |  Earthquake                      |
|  Vehicle Impact |  Burst/leaking/overflowing pipes |

◆ Your Strata Manager can help determine who is responsible for the repair in line with the Strata Schemes Management Act 2015. ◆



Office Hours (9:00am – 5:00pm, Monday to Friday): (02) 4942 3305  
After-Hours Emergency Line: 0439 33 44 99 \*

\* Additional Charges may be incurred

# INSURANCE CLAIMS - FAQs CONTINUED...

## WHAT IF I NEED EMERGENCY REPAIRS BEFORE A CLAIM IS APPROVED?

Sometimes Strata Insurance claims can take some time to process. In emergency circumstances, to ensure safety and to prevent further loss while your claim is reviewed, emergency works (known as 'make safe' repairs) should be carried out as soon as possible.

**MAKE SAFE REPAIRS ARE GENERALLY TEMPORARY SOLUTIONS WHILE MORE PERMANENT REPAIRS ARE ARRANGED. THESE CAN INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:**

-  Emergency plumbing
-  Tree removal
-  Temporary fencing
-  Emergency electrical
-  Protective tarping
-  Glass replacement/repair

**Note:** In emergency circumstances, the insurer will always review any repair costs or associated report before confirming if they are claimable under a policy.

◆ Your Strata Manager can assist with arranging these works ◆

## WHAT CAN I PROVIDE TO ASSIST IN A QUICK CLAIM RESOLUTION?

Providing all available details for damages early will assist in the prompt lodgement of your claim and will reduce the turnaround time of processing your claim. Your Strata Manager will provide you with a Claim Form to be completed and the following details should be provided to the best of your knowledge.

- Property Details** – Address, Strata Plan and Lot / Unit number, if available
- Owner Contact Details** – phone and email contact
- Who can be **contacted for access** – name, phone & email (Owner / Agent / Tenant)
- Date and Time** of Loss / Damage
- Details of the **Event**
- Description of **Damages**
- Any **photos** or **evidence** of damage
- Confirmation if **repairs** are complete or outstanding
- Any attending contractor's **report** on the **main cause of loss or damage**
- For **water damage** claims – **proof of cause** and **confirmation of rectification**
- For **Burst pipes** – **condition of pipes** and **cause of burst**
- For **Vandalism / malicious damage** – evidence of a **police report** and/or **police report number** and any **witness details** - name, phone and email contact
- Impact Damage** – provide third party / vehicle details, if known



Office Hours (9:00am – 5:00pm, Monday to Friday): (02) 4942 3305  
After-Hours Emergency Line: 0439 33 44 99 \*

\* Additional Charges may be incurred

# INSURANCE CLAIMS - FAQs

## CONTINUED...



**LakeGroupStrata**  
Strata & Community Title Managers

### WHO IS RESPONSIBLE FOR PAYMENT OF THE CLAIM EXCESS?

The Strata Insurance Policy for your Strata Plan will include the details of any excess applicable to various covers. The excesses should be considered when choosing a policy and reviewed before making a claim.

The responsibility for payment of an excess will be dependent on many factors and will be specific to each claim event based on the cause and location of the damage.

◆ *Your Strata Manager will assist in determining the responsibility for the payment of an excess in accordance with the Strata Schemes Management Act 2015 (NSW).* ◆

### WHAT IF I WANT TO CHANGE OR UPGRADE MY PROPERTY INSTEAD OF REPLACING LIKE FOR LIKE?

It is important to consider that repair costs (other than emergencies) must be approved by the Insurer before proceeding with the works.

If the Insurer has provided and approved a Scope of Works and you wish to make changes or upgrade materials or the finish (e.g. a bathroom renovation), the insurer will only pay up to the cost of the original approved scope, and any additional cost will be at your own expense.

If approval is not sought prior to repairs, costs may only be paid up to the sum that would have been authorised by the Insurer had approval first been sought.

### WHAT HAPPENS IF A CLAIM IS WITHDRAWN OR DENIED?

If a claim is withdrawn or denied, the Insurer will still require proof that repairs have been undertaken to address the damage and return the property to a state of repair or will request a plan of action for repairs to be addressed.

Not providing the requested proof of repair or written action plan for damages or risks may affect future renewal options including non-renewal, limitation of coverage availability, result in policy exclusions or conditions and potentially reduce the number of Insurers that can be approached to provide coverage.

◆ *If you need further assistance with a claim or have questions about strata insurance, please contact our office and speak with your Strata Manager or our helpful Insurance Team.* ◆



Office Hours (9:00am – 5:00pm, Monday to Friday): (02) 4942 3305  
After-Hours Emergency Line: 0439 33 44 99 \*

\* Additional Charges may be incurred