

In an emergency: e.g. A tree has fallen on your roof, flood, broken glass. Please call our 24hr office number on **9830 4044** for further instruction prior to completing this form.

Building Insurance Information

Please read through this information prior to completing the form

We recommend that before completing the claim form you view this video link to gain a more detailed understanding of what is covered under Building Insurance: <https://video.visualdomain.com.au/63698>

Please notify Ross-Hunt Real Estate immediately in writing if the occupants must vacate the property or issues around liability arise.

What is claimable?

- Resultant damages caused by a sudden or accidental event (subject to terms and conditions)

What is not claimable?

- Repair of items damaged due to old age or wear and tear.
- Repair of items due to lack of maintenance.
- Damage to carpet and furnishings (Please refer to your contents/landlords insurance instead)

An example:

Cracked roof tiles are the owner's responsibility to fix however the wet ceiling may be covered by the insurer as resultant damage.

What is the process?

1. Prior to a claim being submitted, it is important that the cause of the problem has been fixed. If you require assistance, please contact the Ross-Hunt claims team occlaims@rosshunt.com.au
2. Once you have completed this form, Ross-Hunt will assist in obtaining quotes for insurer required works. Contractors will endeavor to match existing materials as closely as possible.
3. Once we have received all quotes and documentation, Ross-Hunt will submit the claim to the insurer on your behalf. We typically expect a response from the insurer within 21 business days.
4. We will keep you updated on the progress of your claim. Please note, an excess is payable on all claims.

Claim Requirements: For your claim to begin and before any work commences, you are required to:

- A) Complete the claim form noting the more information you provide the better.
All questions with an * must be answered
- B) Include all supporting documentation requested.
- C) Provide photos of all damages.
- D) Provide an insurer compliant invoice which demonstrates that the cause of the problem has been fixed.
- E) If a fence is involved, please
 - i) provide the full address of your neighbouring property
 - ii) provide the name, phone and email address of the owner of your neighbouring property
- F) If a vehicle is involved, please
 - i) provide the full name, address, phone and email contacts for the driver
 - ii) provide a full description of the vehicle (i.e. make, model, colour, branding, description of damage to the vehicle)
 - iii) provide photos and/or cctv footage of the incident
- G) If the Police have been called, please
 - i) provide a copy of the Police Report, or
 - ii) provide the LEDR number (this is an absolute minimum)
- H) If the incident is malicious damage (i.e.. burglary, graffiti), Police must be advised, and a copy of their report provided. We also require:
 - i) Station Name
 - ii) Station Address
 - iii) Station Phone Number

Insurer's criteria for all quotes and invoices

Insurers require that all quotes and invoices include:

- o the **address** of the property that the work is carried out on
- o Statement advising the **cause of damage** in their professional opinion
- o Statement advising **when the damage occurred** in their professional opinion
 - o If pipes are involved, please detail the construction of these pipes
- o A breakdown of all material and labor **costs**

Once you have completed the form, please email it through to occlaims@rosshunt.com.au or send via post to:

**Ross-Hunt Real Estate – Insurance Department
Locked Bag 1
Surrey Hills 3127**

Building Insurance Claim Form:

Section 1: Your contact details

1. Please provide your contact details*

i) Name: _____

ii) Email: _____

iii) Phone: _____

2. Are you the person we are to have all dealings with?* **(Yes / No)**.

If yes, proceed to Section 2.

3. Please provide the details of the person you would like us to correspond with:

i) Name: _____

ii) Relationship to the property: _____

iii) Email: _____

iv) Phone Number: _____

v) Would you like to be copied into all email correspondence? **Yes / No**

Section 2. General Information

1. Please provide the full property address (Include the unit number):

2. Please provide the date of the incident/event? * **(DD/MM/YYYY)** (____/____/____)

3. If the date is more than 2 months ago, please provide the reason for delay in reporting the incident: _____

Section 3: Claim Type.

Please only complete one of the following sections. Choose the one most relevant to your claim:

- A) Fence Claim (Page 4)**
- B) Vehicle Incident Claim (Page 5)**
- C) Liquid Damage Claim (Page 6)**
- D) Malicious Activity Claim (Page 9)**
- E) Other Claim (Page 11)**

A) Fence Claim

1. Is the owner of the neighboring fence external to the Owners Corporation?*(**Yes/No**) If no, please proceed to question 3.

2. Please provide the contact details for the neighbouring property who shares the fence with you*

a. Name:

b. Phone:

c. Email:

3. Please provide the full address of the neighbouring property. *:

4. Please attach written confirmation from the neighbour which states that they agree to the fence work/replacement*

- Please provide a police report/LEDR number (If Applicable):

2. Please provide driver details (If known)

- Name:

- Address: _____

- Phone: _____

- Email: _____

- License number:

- **Please attach a photo of driver's license (If available).**

3. Please provide a detailed description of the damage to both the vehicle and any property*

4. **Please attach photos of the vehicle and damage caused.***

C) Liquid Damage Claim (e.g. Burst pipes, sewer, flooding, leaking roof)

1. Please provide a detailed description of the cause of the liquid leak?*

Provide a detailed description of the damage caused?*

2. Where is the damage located? * Please be as specific as possible (ie. Which room(s)?):

3. Is there any discoloration? (**Yes/No**).* If no, proceed to Q5.

- i) What colour is the discolouration? _____
- ii) What is the size of the discolouration? (Length x width). Alternatively, please describe as accurately as possible e.g. half of the loungeroom ceiling:

4. Is there any mould? **(Yes/No)*** If no, proceed to Q6.

i) What is the size of the area affected by mould? (Length x width).

Alternatively, please describe as accurately as possible e.g. half of the
loungeroom ceiling

ii) Please attach photos of the mould*

5. Where did the liquid come from?

6. Was the damage caused by a burst pipe? **(Yes/No)***

7. What area is serviced by the pipe in question? _____

8. What is the pipe made of? * Your plumber maybe able to advise if you cannot
see the pipe. **(Multiple Choice)**

A) Plastic

B) Copper

C) Terracotta

D) Not known

9. What volume of liquid has leaked? **(Multiple Choice)**

A) Less than 2L

B) 2-20L

C) Greater than 20L

10. Please attach photos of the liquid and damage*

11. **Please attach a copy of the invoice for rectification of the leak.** If you are yet to receive the invoice, please email this to occlaims@rosshunt.com.au as soon as possible. Please note your claim **cannot** be submitted to the insurer until we receive the invoice and must include the following information:

- i) Clearly state the **address** of the property that the work is carried out on
- ii) Statement advising the **cause of damage** in their professional opinion
- iii) Statement advising **when the damage occurred** in their professional opinion
- iv) If pipes are involved, please detail the construction of these pipes
- v) A breakdown of all material and labor **costs**

12. If you have not attached the invoice above, please provide the details of the contractor who attended to the issue.

- i) Company Name / Person Name*: _____
- ii) Phone Number*:

- iii) Email Address*: _____

D) Malicious Damage Claim (ie. burglary, graffiti, criminal activity)

- 1. Please provide the Police LEDR number?* _____
- 2. **Please attach a copy of the police report.** If you are yet to receive the police report to date, please email through as soon as received to occlaims@rosshunt.com.au.
- 3. If you did not attach the police report above, please advise what police station was this matter reported to?
 - a) Station Name*: _____

b) Station Address*: _____

c) Station Phone Number*: _____

d) Officer Name (If known): _____

e) Police number (If known): _____

4. Please provide a detailed description of the event/incident. *

5. How was access to the property gained? _____

6. Do you know who caused the damage?* (**Yes/No**) If no, please proceed to

Q7. If yes, please provide their contact details below *

○ Name: _____

○ Phone: _____

○ Email: _____

○ Address (if known): _____

7. Please describe all damage caused?* i.e. what is size of damage, was a window broken, letterbox/front fence damaged.

E) Other Claim

1. Please provide a detailed description of incident/event that caused the damage: _____

2. Please provide a detailed description of all damage caused:

3. Please attach photos of all damages