

## ISR/Property Claims Information

As there have been a significant number of claims coming through with the storms in VIC, QLD and fires from Perth, to try to minimise delays with your claim, please read the information below.

### **Submitting a Property Claim**

Complete property claim form as best as possible (you can leave out the policy number and broker details) and return to our office with:

- Photos of damage and items needing repair/replacement
- If theft or malicious damage, obtain a police report
- Any urgent repairs (like cleaning and drying carpets, replacing master locks, repairing broken windows)
  - For carpets, you can contact Marshall Restorations if you do not have another preferable supplier
  - For roof and ceiling damage, you can contact ANT Renovations for a quote if you do not have another preferable supplier.
- Any other repairs/replacement, to please obtain two quotes first

### **General Property Maintenance**

- Please refer to the property maintenance checklist in your Church's Red Book (see below)
- In particular, please ensure that roof gutters have been cleaned and are maintained at least twice a year and keep any records of this
- Keep records of your church's maintenance program as these records may be required to ensure a claim is not related to maintenance

#### Property maintenance checklist

- Are fences in good condition?
- Are trees safe, especially branches?
- Do shrubs need to be trimmed back or maintained?
- Is lawn area even and free from hazards?
- Are paths and paved areas in good condition and free from tripping hazards?
- Are steps safe, especially treads and handrails?
- Is all church-owned outdoor equipment in good repair?
- Are signs properly secured without overhanging dangerous edges?
- Have roof gutters been cleaned and maintained?
- Have grease traps been cleaned and inspected?
- Are paths adequately lit after dark?
- Are shade sails securely fastened?
- Is any signage still securely in place?