



## How to Make a Claim

### Leaseholder and Shared Owner Guidance Notes

**In an emergency you should take any immediate action required to protect your property from further damage, such as boarding up, switching off gas, water or electricity.**

Please note that for a claim to be considered the damage must have occurred within the policy period and have been caused by an event the policy covers e.g. fire, water, storm, theft etc. Refer to your policy summary for details of insured events.

Any settlement will be subject to the deduction of any applicable policy excess.

When making a claim you can appoint your own contractor, to undertake repairs.

#### **If you Use your Own Contractor**

1. Complete the attached claim form.
2. Obtain 2 competitive written estimates in respect of the repairs required.
3. Forward the above to Arthur J Gallagher Housing for consideration under the terms of the policy.
4. If your claim is accepted Arthur J Gallagher Housing will contact you to confirm that you may proceed with the repairs.
5. Upon completion of repairs please forward the final invoice to Arthur J Gallagher Housing confirming that you are satisfied with the repairs and to whom the settlement cheque should be made payable to.
6. Upon receipt, Arthur J Gallagher Housing will arrange for settlement to be issued.

# Property Claim Form



Arthur J. Gallagher  
BUSINESS WITHOUT BARRIERS

Name of Housing Association	West Kent Housing Association		
Policy number (if known)	18/RSL/6062752		
Your full name			
Correspondence address			
	Postcode:		
Telephone number	Mobile		
Email Address			
Occupation			
Are you the (tick as appropriate)	Leaseholder <input type="checkbox"/>	Shared Owner <input type="checkbox"/>	Owner <input type="checkbox"/>
Address of property where damage occurred			
	Postcode:		
Type of property (e.g. house, flat)	Age of Property		
How long have you owned the property		Yrs	months
Date damage occurred			
What happened to cause the damage			
Details of damage including estimated repair cost			

**We require two written estimates. If you are not attaching two estimates, please explain why**

Name and address of person responsible for damage (if applicable)	
	Postcode
Crime Reference Number	
<b>(This is a policy requirement for all vandalism / malicious damage / theft related claims)</b>	
Was the property occupied at the time of the loss?	YES / NO
If no, state the last date on which the property was occupied	
Have you made any other claims in the past 3 years?	YES / NO
If so, please provide details (continue overleaf if required)	

**I/We declare that all the answers provided are true and correct to the best of my/our knowledge.**

Signed

Date