



[Name and address]

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.

