


Insurance Claims Required Information

Suffering a claim is always a distressing event.

By providing us with the following information, you will help us to ensure your claims are handled as quickly as possible.

<p>ESCAPE OF WATER</p>	<ul style="list-style-type: none"> • Incident details, including notes of where water is coming from (e.g. fixed apparatus) • Flats/rooms affected and sizes • Estimate(s) • Photograph(s) • Contact details for all affected properties 	
<p>THEFT / MALICIOUS DAMAGE</p>	<ul style="list-style-type: none"> • Incident details, including how entry was gained and any emergency repairs undertaken • Crime reference number/station and reporting officers • List of items lost • Estimate(s) • Photograph(s) • Contact details for all affected properties • Dimensions of affected areas 	
<p>IMPACT</p>	<ul style="list-style-type: none"> • Incident details, including cause of impact • If by vehicle, third-party insurer details • Estimate(s) • Photograph(s) 	
<p>ACCIDENTAL DAMAGE</p>	<ul style="list-style-type: none"> • Incident details, including which rooms affected and size (if applicable) • Estimate(s) • Photograph(s) 	
<p>STORM</p>	<ul style="list-style-type: none"> • Incident details, including date of loss and prevailing weather at the time • If roof affected, age and type of roof • Location (facing direction) • Estimate(s) • Photograph(s) 	
<p>FIRE</p>	<ul style="list-style-type: none"> • Incident details, including extent of damage • Cause - if arson, crime reference number/station and reporting officer • Estimate(s) • Photograph(s) • Contact details for all affected properties 	

How to make a claim

To notify us of a new claim, visit our 'Make a Claim' page at www.residentsline.co.uk/claims/.

You can also email us at claims@residentsline.co.uk.

For insurer contact numbers, please see below.

Supporting your claim

- **Photographs:**
We will always ask for photographs as this is the easiest way for us to understand the extent of the damage.
- **Crime Reference Number:**
If the claim is a result of theft, malicious damage or any other crime you have suffered, you will need to contact the police first. They will issue you with a crime reference number. You will need this number before you can proceed with a claim on your insurance.
- **Estimates:**
We can organise our suppliers to carry out repairs and works where necessary, or if you prefer, you can ask a local contractor to provide an estimate. Wherever possible, we try to only ask for one estimate for the repair works. It is vital that any estimate contains as much information as possible about the works being done; remember to include the measurements of the rooms affected.

Settling your claim

Once we have agreed an estimate, we can settle the claim. We will send you a cheque, made payable to your contractor. This way, you can hold on to the money until they have completed the works to your satisfaction. If you are using one of our suppliers, then we will deal with the invoices directly.

There is an excess applicable to most claims. Whether you use a contractor of your own choice or use one of our suppliers, we will deduct the excess from the first payment we issue. It is your responsibility to make arrangements for payment of the excess to the contractor.

We will stay in touch with you throughout the claim, ensuring that it is reviewed regularly and concluded as soon as possible.

Claims over Bank Holidays and Out-of-Hours Incidents

Please find below a list of Insurer numbers you can call in the event of an incident over bank holidays or out of hours.

	Please call:	You can also email us at:
AVIVA claims department:	0800 015 1498	avivaclaims@residentsline.co.uk
AXA Insurance claims department:	0330 094 7089	axaclaims@residentsline.co.uk
BRIT Syndicates claims department:	01908 302 214	britclaims@residentsline.co.uk
RSA claims department:	0330 102 4100	rsaclaims@residentsline.co.uk
SLIS claims department:	01303 247 047	claims@stephenlower.co.uk