

Property Damage Claims Procedures

What to do	What to expect	Tips for successful and speedy claims resolution
<p>Notify your claim immediately or as soon as practicable in all instances by emailing your nominated Loss Adjuster, Woodgate & Clark</p> <p>newclaim@woodgate-clark.co.uk or telephoning 01732 520 213</p> <p>and quoting the Policy Number (23982400CHC-123) and your Certificate Number or Risk Address.</p> <p>All large loss claims (£25,000+) should be notified to Woodgate & Clark and The Dulwich Estate (020 8299 1000) as soon as possible.</p>		
<ul style="list-style-type: none"> ▪ Source two quotations from reputable contractors and include within notification or provide subsequently. ▪ Provide photographs of the damage and include within notification or provide subsequently. ▪ Provide contact details of a person with whom a field adjuster can arrange an inspection as this may be necessary. 	<ul style="list-style-type: none"> ▪ If further information is required or a site inspection deemed necessary, you will be contacted to discuss further. ▪ The loss adjuster will require details of any anticipated loss of rent or business interruption. ▪ Details need to be provided of the parties involved in the claim and who needs to be kept informed of developments. 	<ul style="list-style-type: none"> ▪ Undertake emergency works required to make safe or water tight in order to mitigate further loss or damage. ▪ Subsidence or roof damage should be reported directly to the loss adjuster for their consideration before any permanent repairs are carried out irrespective of anticipated value. ▪ Fire claims may be subject to a forensic investigation, always check with the loss adjuster before clearing the property otherwise vital evidence could be destroyed. ▪ Theft or malicious damage claims must be reported to the Police and a crime reference obtained. ▪ If damage is caused by another party, include their details (name, address, telephone number) and vehicle registration/witness details if appropriate.