

R	E	P	A	I	R
Record a list	Ensure your home is secure	Prepare by drying out the home	Assess the necessary repairs	Initiate repairs	Restore your property
WHEN? As soon as it's safe to do so.	WHEN? Within 48 hours of claim lodgement.	WHEN? Within 10 days of claim lodgement.	WHEN? Within approx. 5 business days, after drying.	WHEN? As soon as is practically possible.	WHEN? Once all repairs are completed.
Take photos or videos and create a list of all wet or damaged items. If it's safe, dispose of them.	We will arrange emergency repairs to secure your home if necessary.	If your home has been flooded, we may need to remove internal wall linings to assist in the drying process.	Once the property is dry, our nominated builder will assess the damage & identify the necessary repairs.	Once repairs begin, we will keep you informed on their progress.	Once repairs have been finished, you can notify your tenant / resume leasing out your property once it 's safe.
Save a small sample of any damaged flooring to assist in selecting a suitable replacement (if covered).	Securing your home may involve turning off the power if it's affected by flood or storm.	If water has entered the roof, we may need to set up dryers in your home to help dry the walls and flooring.	We'll discuss the required repairs with you and provide an estimated timeframe.	We will keep you informed about any developments or changes to the schedule.	
Do not use any electrical items that have been submerged in water.	Securing your home will be a temporary step while we assess the necessary repairs.	If water has seeped into the flooring, we may need to lift carpets/flooring to promote proper drying and prevent further damage.	We will work with you to prioritize repairs and ensure the most urgent issues are addressed first.		