FTJ

FITCH TAYLOR JOHNSON

RESIDENTIAL

INSURANCE CLAIMS HANDLING PROCEDURE 2025

INTRODUCTION

The following is a step-by-step procedure on how to setup and record new insurance claim requests on behalf of a Client.

The idea of the procedure is to provide uniformity of service standards across the company and ensure that additional claim handling fees [where applicable] are raised and recorded correctly.

In order to effectively meet our clients' expectations whilst remaining profitable, it is proposed that a levy of 10% of the total claim value is charged for the additional administration work we are required to undertake throughout the claim process.

This fee should be charged to the insurers in the first instance, though some policies may allow this cost to be recovered. Therefore, an invoice will need to be raised to the respective client upon completion of the claim.

The new procedure will help to raise claim awareness throughout the Property Management department, as the progress of each claim will be easily accessible by any member of staff.

STEP 1 - Log claim with Insurer

The claim will need to be logged with the insurers as soon as practicably possible by contacting the Broker and quoting the Policy Reference number. Where a Crime Reference Number has been provided in the event of criminal damage (such as vandalism), this will also need to be logged.

Insurance details can be found in Client Folder > Insurance.

**In cases of an immediate risk to the property (i.e. Fire or Flood damage) it is essential that the cause of the issue is resolved first in order to minimise damage/injury as much as possible.*

***Where damage has been caused that could compromise the structure, fireproofing and/or waterproofing of the property (e.g. a hole in the roof) it is critical that suitable measures are taken to ensure the areas are reinforced/covered/etc. as deemed appropriate by the Loss Adjuster.*

STEP 2 – Setup Diary in Resident

In order to centralise all notes and correspondence relating to the insurance claim for ease of reference, the Diary Tab should be used for the logging of all claims. The Diary will supersede the requirement to use the old claim form and this will no longer be used:-

Storing claim details within the Resident Diary will allow full access to all members of staff from one location, with greater efficiency.

STEP 3 – Monitoring the claim

Once the claim is Active, it will need to be regularly monitored to ensure it is completed as quickly and efficiently as possible.

Weekly updates will need to be provided to the respective Boards of Directors in order that they are aware of how the claim is progressing. The updates do not need to be extensive, but form a large part of our ongoing client relations and, therefore, are essential.

STEP 4 – Saving of documents

During the process of the claim, it is likely that a large amount of documentation will be produced. Copies of all documents should be saved into the Documents tab within the newly created diary entry for ease of reference. This should include copies of correspondence with the Insurers/Leaseholders/Surveyors/Contractors, etc. as well as any other documentation relevant to the claim.

STEP 5 – Settlement of the claim

Once all the necessary repairs, such as trace and access and remedial repair works have been completed to the affected areas and all of the appropriate invoices have been issued to the insurers, we will then await receipt of the settlement cheque (minus the property's policy excess).

Once received, the Diary in Resident will need to be updated to confirm the date of receipt. The cheque should then be banked in the usual manner.

STEP 6 – Raising the additional Management Fee invoice

An invoice will need to be raised for 10% of the total claim value in order to cover our additional administration fees.

If you are in any doubt as to how we would raise the invoice, please liaise with Katie for assistance.

A copy of the newly raised invoice will need to be saved in the Documents tab of the Diary entry created for the claim.

STEP 7 – Closing the claim

Once all aspects of the claim have been completed, the status of the Diary note will need to be changed from *Active* to *Complete* in order to close the claim.