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Record  
a listEnsure your home  
is securePrepare by drying  
out the homeAssess the  
necessary repairsInitiate  
repairsRestore your  
propertyWHEN?  
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.

## Severe Weather: Support Checklist