

How to Handle an Insurance Claim

A STEP BY STEP GUIDE

As an example: imagine a claim resulting from a leaking hot water heater with damage over \$20,000

STEP 1

Call Pyramid Maintenance: (203) 348-8566 ext 133

We will dispatch a technician to stop your leak.
Your property manager will be notified.

STEP 2

Manage the leak

Put a trash can under leak and look for any
water shut off valves to reduce further damage.

STEP 3

Take pictures of the damaged areas

Also inventory any damaged personal property.

STEP 4

Pyramid Maintenance will remediate the water leak

- ✓ Check for moisture with moisture meters.
- ✓ Dry wet areas in walls and floors.

**STEP 4
PREVENTS MOLD
WHEN DONE
PROPERLY**



faulty water heater-what a mess



mold, damaged drywall/insulation



ceiling damage from water leak above



STEP 5

Call your insurance company within 24 hrs. to file the claim;

Insurance company will discuss your deductible and send their adjuster
to the scene.

STEP 6

Do you need to move out? Figure out where you will live

If damaged area is small stay in an unaffected area of your unit.
If damage covers a large area - after remediation (step 4) you can stay in your unit
OR find an alternative place to live: friends & family or hotel.

STEP 7

Pyramid Maintenance will meet the Insurance Adjuster and survey the damage

We check for structural issues to ensure insurance doesn't just pay you for cosmetic damage.

Pyramid Maintenance can also go over your options to upgrade your unit during this repair.
You can use your claim money to improve your unit and increase its value at the same time.
If common elements: Pyramid can advise on upgrading common element finishes at that time.

Now your claim is being processed by the insurance companies, your unit is being repaired and you will
wait to receive payment on your claim. Pyramid Maintenance will wait to be paid from your claim check.

RECOMMENDATION:

Change your community By-Laws so that the unit owner is responsible for the community insurance deductible for a claim originating from their unit. This will lower everyone's common charges over time.

You may want to save this guide with your insurance files and we will have available on our website's resource section.