

REAL ESTATE SPECIALTY PRACTICE

Large Loss Tool Kit

for Residential Buildings

HUB International Limited

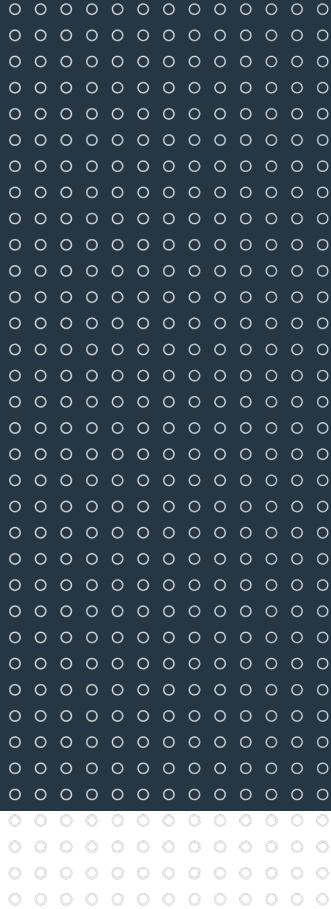


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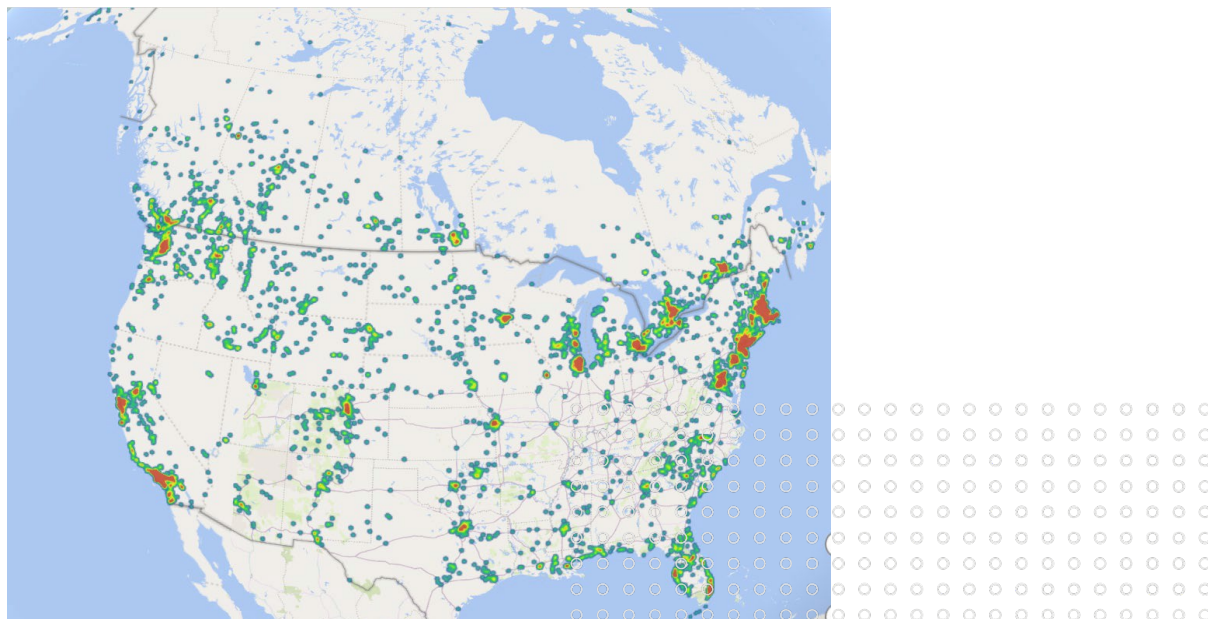
Real Estate Specialty Practice

Real estate is a dynamic industry. Outside factors like the economy and natural disasters can make a huge impact. From security threats to new cyber vulnerabilities, HUB can help protect against the financial impact of the unexpected.

The purpose of this tool kit is to provide property managers, property owners and other habitation building stakeholders with a set of **resources to help navigate a catastrophic loss**. These resources provide guidance as to what to expect from the claim process and examples as to how to build effective communication.

Whether you're an investor, property manager or developer, we can deliver a comprehensive insurance and risk management program tailored to your circumstances and portfolio. We can help you put together safety protocols to mitigate claims and will advocate on your behalf when one occurs.

Put our global resources and local expertise to work for you.



HUB serves real estate-related **clients** across North America

Insurance Coverage Map (Canada)

Financial Risk, Operational Risk, Hazard Risk, Strategic Risk

Physical Asset Risk	Legal Risk			People Risk	Other	
Property Insurance	Commercial Liability	Management Liability	Errors & Omissions	Crime	Employee Benefits	
Crop, Hail & Fire Stock Throughput / Ocean Marine Product Recall Liability Flood, Sewer Back-up Earthquake Business Interruption Extra Expense Machinery Breakdown Valuable Papers & Records Vehicles Physical Damage Valuation Bylaws	Bodily Injury Liability Property Damage Liability Environment Liability Tenants Legal Liability Personal Injury Liability Advertising Injury Liability Employers Liability Non-Owned Automobiles Vehicles Umbrella Excess Liability	D & O Securities Actions Employment Practices Statutory Liabilities Antitrust Competitor Disputes Fiduciary Liabilities Side A DIC	Financial Damage to Customers and Third Parties Intellectual Property Rights Infringement Disclosure of Confidential Information Product Recall Professional / E&O Liability	Employment Dishonesty Theft Cash Depositors Forgery False Pretense Electronic funds Transfer Social Engineering Investigative Costs	Group Life & Long-Term Disability Voluntary Benefits Kidnap & Ransom Travel Accident Medical Wellness Programs Key Person Life PTD Emergency Assistance	Surety / Bonding Terrorism Reps & Warranties Political Risk WSIB Audits Drones / Owned Aviation Cross-Border / Worldwide Cyber Data Risk Trade Credit Personal Insurance Non-Owned Aviation Deductible Buy-Down

Insurance Coverage Map (U.S.)

Financial Risk, Operational Risk, Hazard Risk, Strategic Risk

Physical Asset Risk	Legal Risk			People Risk	Other	
Property Insurance	Commercial Liability	Management Liability	Errors & Omissions	Crime	Employee Benefits	
<ul style="list-style-type: none"> Crop, Hail & Fire Stock Throughput / Ocean Marine Product Recall Liability Flood, Sewer Back-up Earthquake Business Interruption Extra Expense Machinery Breakdown Valuable Papers & Records Vehicles Physical Damage Valuation Bylaws 	<ul style="list-style-type: none"> Bodily Injury Liability Property Damage Liability Environment Liability Tenants Legal Liability Personal Injury Liability Advertising Injury Liability Employers Liability Non-Owned Automobiles Vehicles Umbrella Excess Liability 	<ul style="list-style-type: none"> D & O Securities Actions Employment Practices Statutory Liabilities Antitrust Competitor Disputes Fiduciary Liabilities Side A DIC 	<ul style="list-style-type: none"> Financial Damage to Customers and Third Parties Intellectual Property Rights Infringement Disclosure of Confidential Information Product Recall Professional / E&O Liability 	<ul style="list-style-type: none"> Employment Dishonesty Theft Cash Depositors Forgery False Pretense Electronic funds Transfer Social Engineering Investigative Costs 	<ul style="list-style-type: none"> Group Life & Long-Term Disability Voluntary Benefits Kidnap & Ransom Travel Accident Medical Workers Comp Wellness Programs Key Person Life PTD Emergency Assistance 	<ul style="list-style-type: none"> Surety / Bonding Terrorism Reps & Warranties Political Risk WSIB Audits Drones / Owned Aviation Cross-Border / Worldwide Cyber Data Risk Trade Credit Personal Insurance Non-Owned Aviation Deductible Buy-Down



Critical Path: Complex Loss

Residential Real Estate Claims

Introduction

A large loss at a property, whether it be a catastrophic fire, large water escape or some other event, is something no property owner hopes to experience. When a loss occurs at a property, the necessary steps to move forward can be difficult to see clearly. The insurance claim process is new to many property owners. When coupled with the experience of the loss itself, both the initial claim stages and longer-term outlook to conclusion can be daunting. This is true of any loss but applies exponentially to larger occurrences.



HUB is committed to ensuring that every claim, large or small, is administered with efficiency, professionalism and empathy. Our experience in guiding our clients through these losses has taught that clear, proactive communication and a transparent process are essential to delivering on this commitment. That's why we have compiled this document for all stakeholders on the matter of large/complex claim administration. While each loss is unique and calls for tailored solutions, this will be a guide on which these solutions should be based.

This guideline is directed to condominium/strata corporations but concerns all primary stakeholders.

Stakeholders

- Condominium/Strata Corporations
- Property Managers
- HUB International
- Independent Adjusters
- Restoration Contractors and Consultants
- Insurance Companies

Section 1: Initial Calls

1. The first priority after a loss has occurred, or while it is occurring, is to look to the health and safety of occupants. With respect to fire or any other loss that threatens the safety of people, the initial call must be to first responders (fire department, ambulance and police).
 - a) In some cases, particularly with catastrophic fires, the fire department or municipality may reach out to municipal/provincial emergency social service groups. These organizations may provide such initial on-site services such as:
 - i. Initial on-site shelter (tents/buses)
 - ii. Short-term alternate accommodations (partner hotels, community centers, etc.)
 - iii. Transportation
 - iv. Clothing/blankets
 - v. Restaurant/food vouchers
2. The services available will vary across municipalities. Generally, where these services are available, they provide an initial outreach from the community to support those displaced after a catastrophic event.
2. The next call should be to HUB International, your insurance broker. In addition to initiating the claim process with the insurers, HUB can assist in the involvement of a restoration contractor if not already done and will expedite the assignment of an insurance adjuster in our approved network.

Section 2: Who Will Be Involved and Why?

Primary Parties

- **HUB International:** As your insurance broker HUB is working for you and is committed to ensuring the claim process follows our program parameters
- **The Property Insurers:** The insurers underwrite the policy, review claims and issue indemnity payments for losses falling under the scope of coverage afforded by the policy.
- **The Insurance Adjuster:** HUB maintains a list of approved independent adjusters who understand our policy and claim handling expectations. From this, a smaller group of experienced senior independent adjusters are called upon for larger/complex claim handling. The adjuster liaises with all parties and typically resides at the center of both the process and communication lines.
- **Restoration Contractor:** The choice of restoration contractor is entirely that of the property owner. HUB, the insurers and the adjuster can assist in recommending restoration contractors suited for larger/complex losses.

Professionals Involved by Insurers

- **Cause and Origin:** These professionals are typically retained to determine the cause of a loss. This includes site investigators for fire losses but can also encompass other professionals, such as forensic engineers who may examine mechanical equipment, appliances or other material.
- **Site Security:** This may be required by the fire department, by municipal order (fire watch or health and safety) and/or as a matter of scene preservation, building security and liability exposure control. Security is typically involved by the adjuster or restoration firm but in some cases may be involved by the strata/condo corporation at the onset.
- **Construction Consultant/Appraiser:** The insurers may involve a consultant firm to undertake the following:
 - Assist in the planning of initial mitigation/demolition work
 - Determine the scopes of work (may include emergency, demo expedited and/or final repair)
 - Administer the estimate tender process(es)
 - Review costs at all stages
- **Other Consultants:** Other consultants potentially required by the insurers from cost/construction review perspective include engineering, roofing, elevator and building envelope specialists.

Section 2: Who Will Be Involved and Why? continued

Professionals That May be Retained by Condominium/Strata Corporation

In some cases, the condominium/strata corporation may retain the same type of professionals involved by the insurers to secure independent advice. In addition, the condominium/strata corporation may retain:

- **Legal Counsel:** Any contracts for work at the building are between the condominium/strata corporation and their chosen contractor. The condominium/strata corporation may wish to retain legal counsel to review these contracts.
- **Property Management:** While the condominium/strata corporation may already retain a property manager, their services may be expanded beyond the norm to assist the corporation with a claim.
- **Insurance Trustee:** Provincial legislation may mandate that insurance proceeds associated with a claim are paid to an insurance trustee appointed by the condominium/strata corporation.
- **Engineers and Architects:** These firms may be required to provide professional guidance as to the scopes of various stages of work. Their involvement may also be necessary in project document preparation and monitoring as required by municipal building departments. In the case of engineers, multiple disciplines (structural, geo-technical, environmental, etc.) may be required depending on the project.

Note: While some professionals may generally be involved by the insurer/adjuster or the condominium/strata corporation, every situation is different. In some cases, an insurer, adjuster or the general contractor may initially involve a professional required urgently. Examples of this include the rapid involvement of structural engineering or security required during the initial hours or days following a loss. With respect to professionals retained by the condominium/strata corporation, the adjuster involved can provide a list of qualified firms experienced with insurance restoration of this scope for consideration.

Other Parties

- **Unit Owner/Tenant Insurers:** Occupants may need to involve their personal insurer for things such as contents, living expenses, assessments and/or unit betterments. These insurers may involve their own professionals with respect to their involvement.
- **Municipality:** The municipality is primarily involved with respect to granting work and occupancy permits.

Section 3: Initial Stages

Site Security and Building Safety: Often the safety and security of the site is the most pressing requirement following the release of the scene by first responders. This can take many forms including:

- Boarding up of the building to secure against entry, prevent exposure to the elements or preserve a scene
- Site security for fire watch, general building security and or site safety
- Fencing around affected areas of property
- Recommendations from professionals, such as structural engineers, concerning site safety
- Locksmith services may be required to secure doors breached by first responders

Cause and Origin Investigation: Of particular importance in the case of fires, a cause and origin expert may be retained to provide the insurers with an independent report on factors contributing to the cause of loss. In some cases, there may be a potential opportunity for the insurers to recover from a third party (manufacturer, installer, developer, etc.). In those cases, multiple parties may involve their own cause and origin expert to secure an independent opinion.

It is important that all parties with a possible interest in the loss be permitted to secure their own causation expert before any evidence is altered, destroyed or lost. It is critical that the scene of the area from which the loss originated be preserved until all cause and origin experts involved have completed their investigation.

Emergency Mitigation and Site Cleanup: The condominium/strata corporation will retain a restoration firm to begin mitigating damage and cleaning up debris. The scope of their initial work may be limited until the cause and origin investigation is complete. The goal at this stage is to make the site as safe and secure as possible as per recommendations made by the appropriate experts, insurers and the condominium/strata corporation.



Section 4: Assessment of Damage and the Repair Process

Depending on the circumstances, the restoration of the property may be divided into several stages or phases after the initial mitigation efforts. These could include:

- Demolition
- Expedited repairs
 - This may involve restoration of fire separation, roof/envelope functionality and/or units with only minor damage
- Final repairs

In cases where the work is significant, it is possible that any or all these stages may be tendered as separate projects. In some cases, these phases may be combined. Factors to consider include:

- Extent of damage
- Consequential costs, such as exposure to additional damage driven by weather or fire watch requirements
- Permit efficiencies

In most cases, the scope(s) of work associated with each phase will be prepared by the appraiser but in some cases, scopes can be prepared by the lead contractor involved. In all cases, it is important that the condominium/strata corporation, appraiser and adjuster/insurers understand and agree on the scope(s) of work.

While the adjuster, consultants/professionals and insurers will lead the estimate tender process(es) and establish the cost the insurers will pay, the condominium/strata corporation will select the contractor. While any contractor can be invited to participate in the estimating process, there are some things to keep in mind:

- Insurers typically require estimates from 2-4 established restoration contractors.
- Insurers will typically require that at least 2 of those estimates are from contractors within their preferred network.
- Not all general contractors are restoration contractors.
- Not all contractors are capable of undertaking projects of significant size and duration, which can involve carrying high overhead costs.

HUB, the adjuster and the appraiser can assist in providing recommendations as to established and qualified firms the strata corporation may want to consider having participate in the estimate tender process(es).

Section 5: Communication Expectations

Establishing clear communication expectations early on is critical to ensuring a smooth and proactive claim experience for all stakeholders. Everyone has a role to play. While the type and frequency of communication can, and should, be customized for each loss, HUB recommends that the following be implemented as the basic framework:

- **Day 1-3:** The condominium/strata corporation representative(s) (including the property manager), adjuster and restoration firm should have met on-site at least once to discuss the status and process expectations.
 - For large, catastrophic losses, the municipality may organize a town hall-type meeting open to all stakeholders, including occupants. Speakers may include the municipality, first responders, emergency social services, property manager/building representative, restoration firm and adjuster.
- **Day 4-7:** It is typical for ongoing site meetings to continue involving the primary stakeholders and additional professionals as they are involved. Where primary stakeholders cannot meet on-site, a conference call should be scheduled to keep everyone informed as to status.
- **Day 7-14:** Regular site attendance may be limited to the restoration firm and professionals directly involved in that process. In addition to the initial town hall meeting (or in place of the town hall if not done) a meeting involving the condominium/strata council, property manager, HUB, adjuster and restoration firm should be held to discuss the status and process.
- **Milestones:** After the initial two weeks, the progress of a large claim is typically measured in milestones. These milestones will vary but may include:
 - Packout and initial mitigation/stabilization efforts complete
 - Demolition complete, building ready for repair, scope of repairs determined and agreed by all parties
 - Administration of repair project tender process and selection of contractor
 - Occupancy regained
 - Repairs complete/deficiency finalization

Communication through these milestones, with particular focus on their achievement, should be ongoing via scheduled conference calls every 15-45 days (length and frequency will vary depending on stage). These calls should include the adjuster, HUB, the restoration firm, appraiser, property manager and condominium/strata counsel representative. The purpose of regular, established communication is to both ensure everyone is up to date and to identify areas of concern early on for proactive resolution. In many cases, particularly with larger milestones such as contractor selection, re-occupancy and repair completion, meetings are also encouraged.

It is also critical for the condominium/strata corporation to consider how they will be sharing information with the owners. This is frequently done by posting regular updates and important information on a bulletin board or preferably on the property manager's or corporation's website.

Section 6: The Policy

It is important for the insurers, adjuster, HUB and condominium/strata corporation to review all aspects of the policy as they may relate to the loss. Discussions at all stages should include how the policy may respond as the loss evolves.

Section 7: Other Important Considerations

Indemnity Payments and Trustees: Provincial legislation may dictate that insurance proceeds (indemnity payments) are paid directly to the condominium/strata corporation or their appointed insurance trustee. This means that instead of the insurer paying the restoration firm and other parties directly, they must direct funds to the condominium/strata corporation or their appointed trustee.

While some condominium/strata corporation and/or property management firms are equipped to process and administer the insurance proceeds, some may not be. In those situations, it is possible for the condominium/strata corporation to appoint an insurance trustee, such as an accounting firm experienced in insurance claims, to disperse funds at the recommendation of the adjuster and with the approval of the condominium/strata corporation itself.

Unit Owner and Tenant-Owned Property (Contents and Betterments): In large losses, extensive demolition is frequently required and to accomplish this, affected units must usually be partially or completely emptied of contents. This is the responsibility of the content owners (unit owners or tenants) who should coordinate with their personal insurer or, if they are uninsured, coordinate themselves.

In more extensive losses, it is usual that some of these materials may have been damaged beyond salvage and, for many reasons, may be left on-site/in place by the occupants.

Ultimately, removal of this material is usually required to advance the building mitigation/repairs. Working with the contractor and the adjuster the condominium/strata corporation will need to secure a written release and permission from the individual occupants if it becomes necessary to remove non-owned occupant content with the building debris.

Subrogation/Recovery: This is the process by which insurers seek to recover from a third party, on behalf of the insured, in relation to loss concerning which the insurers have made payments. The process of subrogation is no different from any other pursuit of one party by another for the recovery of costs in that the other party must be liable. To be liable, the party must have been negligent, and that negligence must have given rise to the loss.

The insurers' investigation as to whether or not there is an opportunity for recovery begins during the initial stages of the claim. While the success of recovery efforts can never be guaranteed, the insurers will include any uninsured costs of the condominium/strata corporation, such as the deductible amount, with their recovery effort.

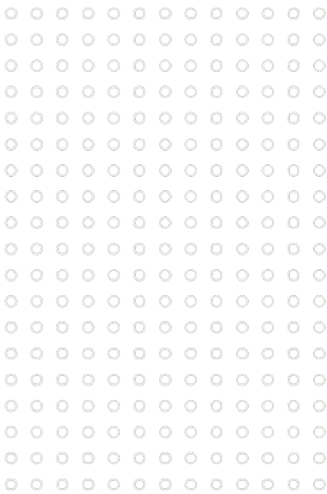
Conclusion

Though the path followed from the initial loss to final resolution may vary depending on many things, definition of and adherence to communication expectations are essential. The claim process should be openly and transparently discussed. The critical path framework presented in this document represents HUB's expectation of all stakeholders, including HUB itself, with respect to large/complex losses.



A photograph of a group of people in a meeting room, sitting around a table and engaged in discussion. The image is slightly blurred and has a dark overlay.

Town Hall Meeting Guidelines & Discussion Sample



Town Hall Meeting Guidelines

The purpose of this section is to introduce the concept of town hall meetings, discuss their composition and underscore their value in keeping all stakeholders informed after a large property loss has occurred.

What is a town hall meeting?

- A town hall meeting is generally a meeting hosted by process leaders and key decision-makers for the benefit of all stakeholders.
- The purpose of the meeting is to inform the property stakeholders and provide an opportunity for them to pose questions/concerns.
- In the context of a large/catastrophic property loss, the process leaders and decision-makers generally include:
 - adjuster
 - general contractor
 - key construction consultants
 - broker
 - property manager and/or lead representative of building owners (e.g., condo board/council/association president)
 - fire department
 - municipality
 - Note that generally, the fire department and municipality do not participate in town hall meetings after the initial meeting following the loss.
- Stakeholders generally consist of owners and tenants.

When are town hall meetings held?

- The first town hall meeting should be held as soon as possible after the loss has occurred
 - In some cases, the fire department or municipality may host the first meeting only hours after the loss has occurred.
- Town hall meetings should be held several times throughout the process, ideally at key milestones, and can usually be supplemented by update bulletins.
- Again, the purpose of these meetings is to inform and be informed.
 - As the process moves forward and information changes, the need to inform and receive feedback is renewed.

Who organizes the town hall?

- Anyone of the process leaders can organize a townhall meeting but it is not a foregone conclusion that anyone will
 - People may be overwhelmed with various tasks and communication during the initial stages and throughout the process
- The topic of organizing a townhall meeting should be brought forward very early in the process with all process leaders

Town Hall Meeting Guidelines continued

How are town hall meetings organized?

- These meetings can be held in person at the site, at an off-site location, virtually or via tele-conference.
 - It is likely that a combination of all locations/methods will be used throughout the process.
- It is helpful for those parties participating as presenters/speakers to discuss the meeting content beforehand to agree on an agenda and determine who will speak to what aspect.
- It is important to allow sufficient time for questions.
 - Depending on the number and type of stakeholders, as much as 50% of the meeting time may be needed for questions

What kind of content is generally covered?

- Depending on what stage in the process the meeting is being held, the type of information conveyed/prioritized will vary.

First Meeting (immediately following loss)

- Occurrence and damage extent details will be general and vague
- Focus must be on safety, security and resources/coverages available for those displaced
- This is the first opportunity to empathetically set realistic expectations as to the process and timelines
- Questions will likely be emotionally driven and general
 - Remember occupants are likely still in a state of shock/disbelief

Subsequent Meetings:

- Focus will shift to more detailed explanation of damages and status of work
- Process will likely be discussed in more detail as a reconstruction/restoration action plan takes shape
- Questions will become more focused, technical and critical

Town Hall Meeting Guidelines continued

What are some additional things to keep in mind?

- The better prepared the process leaders are for the meeting, the smoother and more valuable the meeting will be. That said, the following are ways to deliver the most value:
 - Ensure the meeting is recorded or that minutes are taken so that a bulletin can be sent later
 - Not everyone will be able to attend and those that do attend will not remember everything that was discussed
 - If in person, a sign-in desk/station is beneficial
 - This is an excellent place to receive information (names, contact information, insurance information, etc.) and distribute resources
 - If possible, have water or other resources available for owners/tenants

What kind of questions should be expected?

- Every loss is different and as such, the priorities, concerns and considerations of all stakeholders vary from instance to instance.
- With the above said, we have attached a **sample Town Hall Bulletin example** that is based on several real-world losses to provide some perspective on what may be discussed.



Remember, town hall meetings are an excellent resource to inform stakeholders at key intervals and provide an opportunity for questions to be asked directly. That said, these meetings are just one of several communication tools that should also include more frequent regular updates/discussions and focused critical path meetings.

Town Hall Meeting Discussion **SAMPLE**

This bulletin has been prepared for all owners of [ABC Company]. It follows the information conveyed within our [Month] & [Year] bulletin and the [Date] town hall meeting. Commonly asked question posed during the town hall and the answers provided have been incorporated.

What is the status of the work at the building?

- Interior demolition is largely complete.
- The roofing system is expected to be complete by early January, though this is weather dependent.

What will happen next?

- Once the roof is complete, work to bring the building to a dry standard will commence.
 - A dry-standard means bringing the structure to a level of dryness that is consistent with the levels expected in building materials given the nature of the material, climate and time of year.
- Any mold growth that has occurred since the loss on existing structures will be remediated as per the recommendations of the independent professional consultant (hygienist)
 - The hygienist communicated to [123 Restorations] that the mold growth found was less than expected.
- The professional consultants involved in the project will prepare their drawings and repair specifications, which will form the overall building repair specification.
- Once reviewed, this repair specification will be used to tender the repair project to a number of qualified contractors who will submit estimates.
- Estimates will be received and reviewed, followed by the strata appointing the successful contractor.

When will the building repairs be completed?

- Once the final repair tender process is complete and a contractor selected, it will be possible to secure more specific and current information regarding the targeted repair duration, which will be communicated.
- It is not expected that the repairs will be completed by the end of [year].

Who can I speak with about upgrades in my unit or selecting things like paint color?

- Once the repair bidding process is complete and a contractor selected, owners will discuss finishing options with the contractor directly. More information on this topic will be available once the project has reached the stage of final repairs.

Town Hall Meeting Discussion **SAMPLE**

Will a sprinkler system be installed in the attic space as part of the restoration?

- If the installation of a sprinkler system is required by applicable building code or municipal ordinance as mandated by the city, yes, it would be required.
- The cost to install the system in the above scenario would be covered under the claim.
- If it is not mandated, but the strata chooses to undertake this anyway at their cost, this can be accommodated.

After the restoration is complete will the building be “better”?

- Notwithstanding the fact that the vast majority of finishings and other components of the building will be new, restoration/reconstruction of the building is targeted at restoring the building to its pre-loss state consistent with the original finishing level.
- Once the project is complete, the strata will have a building that is both substantially new and current with today’s building codes and practices, which have improved since original construction.

Will all electrical and plumbing be replaced?

- Until the repair specification is finalized, it is not possible to confirm the full extent to which elements such as these will have required replacement.

Will appliances be replaced as part of the restoration?

- Yes, these will be replaced and, so far as the level of appliance originally installed, form part of the covered claim.

Can I sell my unit now or do I have to wait until repairs are complete?

- With respect to the restoration status, there is nothing preventing an owner from selling their unit now if they wish.

Was the cause of the fire determined?

- No, the exact cause of the fire has not been finalized at this time.
- The fire is deemed accidental in nature (no indications it was intentionally caused).
- There are no concerns that the potential cause(s) of the fire represent a systemic problem with respect to the building.

Town Hall Meeting Discussion **SAMPLE**

Is there a concern that the cost of the loss will exceed the limit of insurance?

- The cumulative costs, which come together to form the total loss amount, are subject to change throughout the process.
- These costs are regularly monitored by the adjuster against the policy limits and applicable extensions of coverage under the policy.
- Currently, the incurred and forecasted costs do not exceed, nor are they suspected to exceed, the coverage available under the policy.
- If this changes, the strata will be promptly advised.

My Additional Living Expenses coverage through my personal insurer will not last until repairs are completed. Who can I contact?

- Additional Living Expenses coverage is available for unit owners displaced due to the [fire] who are either uninsured or whose insurance limits are exhausted. If you have not already done so, please reach out to your HUB insurance broker for assistance.

Does the strata's insurance policy cover rental income loss for owners?

- Unfortunately, it does not.
- Any coverage for rental income would be through the owners' personal insurance policy.
- There is no excess or contingent coverage for this available through the strata's policy if an owner's personal limits are exhausted.

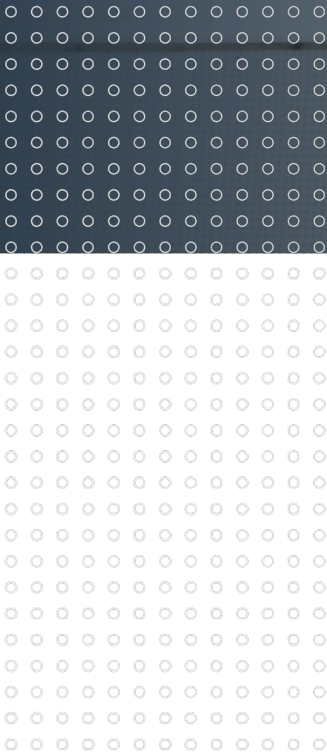
Do strata fees remain the same?

- Your property manager confirmed during the town hall that until your budget for the upcoming year is finalized as part of the next AGM, yes, strata fees remain the same.
- Scheduling of the AGM will follow finalization of the upcoming years' costs, of which insurance is a significant factor.

Important Contact Information Reminder:

Name and Company	Role	Contact Information
	Strata Insurance Adjuster	
	Project Manager for Restoration Firm	
	HUB	
	HUB	

Frequently Asked Questions



Common Questions and Critical Information

After a large loss event, the way forward can seem daunting. Many have never experienced anything similar before, and naturally, there are many questions from all stakeholders. We have prepared this resource with the intent to address some of the more common questions.

As an owner or tenant, who should I be contacting?

Every owner or tenant should be reaching out to their personal insurer immediately. In addition to insuring your contents and betterments, your personal insurer is likely to extend coverage for and assist with alternate accommodations while displaced.

If applicable, it is appropriate to contact your utility and service providers (electrical, internet, cable, etc.) to discuss cancelling or suspending services at your unit so that you do not incur ongoing charges while unable to occupy the unit.

If you have not provided your updated contact information to your property manager, it is critical you do so.

What does the strata's insurance cover? What might my personal insurer cover?

There are typically two classifications of insurers who may become involved at the onset of a claim at your building: Strata Insurers and Unit Owners Insurers.

Strata Insurers may:

- Provide coverage for the building, including but not limited to physical structure, original construction and finishes/fixtures.

Unit Owner and Tenant Insurers may:

- Provide coverage for the personal belongings/contents of the unit owners, including any costs to move these belongings to complete repairs.
- Provide coverage for the costs incurred to a unit owner if they have to move out (e.g.: hotel and meal allowances).
- Provide coverage for any upgrades they made to their units (e.g.: if they upgraded the original floor with a new floor, or if they improved their appliances or any other property NOT original to the construction of the building). The unit owner's Insurer will consider the UPGRADED costs only and may look to the strata for contribution for original costs.
- Provide coverage for loss or rental income.

Who pays for unit owner and tenant belongings to be moved out? What if my belongings have been damaged?

Each owner should contact their personal insurance provider for assistance in moving their items. If the owner does not carry insurance or still chooses not to move their belongings, notify the strata's insurance adjuster.

The strata is not responsible for, nor does the strata's policy cover, belongings/contents of unit owners or tenants.

Common Questions and Critical Information continued

My vehicle is still at the building. Can I recover it? What if it is damaged?

Efforts to assess and achieve access into areas of the building, including parking areas, are made in the early stages of the claim. Safety is the first priority. Once this has been assessed and a plan created, you will receive more information.

Damage to buildings can be extensive, and in some cases, damages can occur to vehicles parked in and around the building. If you find your vehicle has been damaged, you must contact your automobile insurer (i.e., ICBC). The strata's insurance policy does not cover damage to automobiles.

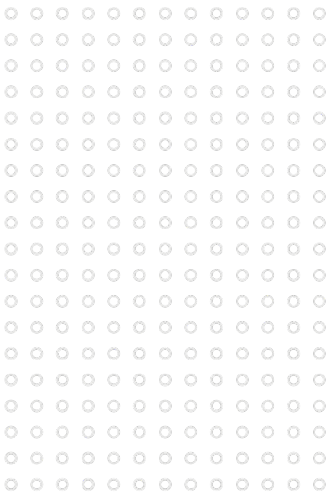
I do not have unit owner or tenant insurance. What do I do?

If you do not have a personal unit owner or tenant insurance policy, please notify the strata's adjuster or HUB as soon as possible. The strata's policy offers contingent additional living expenses coverage; however, this coverage is for **uninsured unit owners** only. The strata's adjuster will require verification of ownership. Examples of verification include a copy of a driver's license, recent tax assessment or utility invoice. You will also be required to provide copies of any receipts and alternative accommodation agreements (leases) for review.

This bulletin is intended to provide readers with general information only. Readers are urged not to rely simply on the content of the bulletin, but to consult with appropriate professionals on a case-by-case basis.



Additional HUB Resources



Crisis Resource Center

No matter the crisis, we're here for you.

Severe weather, wildfires, natural disasters and other catastrophic events can cause serious havoc – including property damage, physical injury, emotional trauma, business interruption, liability claims and even the loss of life. As an organization, family or individual, it's important to be prepared so you can protect what matters most and recover as quickly as possible.

HUB Crisis Resource Center

Access guides, tips, checklists and other information to help you prepare and respond.



HURRICANE

Hurricane risk is at its peak from June through November.



EARTHQUAKE

Earthquakes can happen without warning and anywhere.



WINTER WEATHER

Winter weather brings a multitude of dangers.



WILDFIRE

Wildfires can spread rapidly and leave little time to evacuate.



CYBERSECURITY

No person or entity is fully immune to a cyberattack.



T-STORM & TORNADO

Severe thunderstorms can produce dangerous lightning, hail, flooding and tornadoes.



VIOLENCE & ACTIVE SHOOTER

Acts of violence can emerge in different forms.



PANDEMICS

Major infectious disease outbreaks can cause business, economic & social disruption.

[View the Crisis Resource Center](#)

Restoration Contractors

After any loss has occurred, it is important to begin the processes of mitigation, stabilization and ensuring site safety/security as soon as possible. When it comes to large or catastrophic property losses, starting and completing these processes becomes both more complex and undertaking them correctly becomes more critical. While we recognize that property owners may regularly work with general contractors, smaller restoration firms or handyman service providers, these firms may not be qualified to manage a large-scale restoration project.

Fortunately, HUB has partnered with a number of highly qualified restorations contractors who are experienced in large/complex losses and have the capacity to efficiently manage them.

Advantages of working with contractors who have a working relationship with HUB may include:

- Familiarity with the claims process and your insurer's specific requirements
- Preset pricing/cost management processes
- Priority service
- Support of insurer with respect to deficiencies or concerns that may arise



HUB

Risk & Insurance | Employee Benefits | Retirement & Private Wealth