



### Insurance and claims information for residential strata properties

Living in a residential strata property means shared spaces and, sometimes, shared risks. Whether it's minor damage like graffiti, or something more serious like a fire or flood, it's important to know you're supported. Our experienced claims team offers clear advice and practical tips to help you and your community get the best possible outcome. If something major happens, we'll work closely with your strata manager to minimise disruption.

#### Step 1 Make safe repairs

If your property is damaged, safety comes first. Always contact your strata manager as your first point of call – they can help coordinate any necessary repairs. In urgent situations where your strata manager can't be reached (such as after hours), you can contact one of the recommended emergency repairers listed in this document. Be sure to keep any reports or invoices, as the insurer will need to review them to confirm what's covered.

#### Step 2 Returning home checklist

Once it's safe to return to your property, inspect your unit and belongings for any damage. Use the Returning Home Checklist below to guide you. Report any issues to your strata manager, and if you hold contents insurance, remember to notify your contents insurer if necessary.

#### Notifying damage

**For damage to your building, notify your Strata Manager of any issues relating to:**



- Walls and ceilings
- Flooring (except carpet)
- Cabinetry
- Common areas
- Other permanent fixtures included in the strata policy

**For damage to internal contents, notify your home and contents or landlord insurance broker or insurer:**



- Internal carpets
- Furniture and personal effects
- Blinds and light fittings

#### Returning home checklist



If your property has been flooded or is wet, do not turn on anything electrical, including lights, until checked and cleared by an electrician.



Take photos prior to cleaning up, including photos of carpet and furniture prior to disposal, and the serial number of electronics.



Wear protective equipment when cleaning up, including waterproof gloves and footwear.



List the damage to your property, ensuring you keep building and contents itemised separately.

#### Step 3 Lodging an insurance claim

Your strata manager will handle building-related claims on your behalf.

To assist with that process, they will need to provide the following details to us:

- Owners Corporation (OC) or Strata Plan number
- Units affected, along with relevant contact details of those who need to be contacted regarding the claim and repairs
- Date of loss
- Details of the damage and whether you require your insurer to appoint an assessor and/or repairer
- Quotes and invoices (if available)

## Contact details for emergency contacts, insurers and insurer service providers

## Emergency contacts

## Life-Threatening Emergencies

Police, Fire, Ambulance  
**000**

## SES

Storm & Flood Assistance  
**132 500**

## TTY Text Emergency Relay Service

If you have a hearing or speech impairment  
**106**

## Insurers

## CHU &amp; Flex

**CHU**  
BH 1300 361 263  
AH 1800 022 444  
**Flex**  
BH 1300 361 263  
AH 1800 022 444

## Axis

BH 03 8660 7066  
AH 03 8660 7000

## SCI

BH & AH  
1300 724 678

## SUU

BH & AH  
1300 668 066

## Hutch

BH & AH  
1300 900 216

## Longitude

BH & AH  
1300 442 676

## Service providers

## CHU &amp; Flex

**Panel repairers**  
**ADB**  
**Constructions**  
07 5620 0465  
**Advanced Buildings**  
1300 878 687  
**Ambrose**  
**Constructions**  
1300 228 761  
**BMR Building Solutions**  
1300 276 247  
**Restorers**  
**PHJ Services**  
07 5520 7733  
**Qrestore**  
07 5593 4968  
**Beyond Clean**  
07 3071 0035  
**Westaway Restorations**  
07 5598 3292

## Axis

**Builders & restorers**  
**North Star Builders**  
1300 504 668  
**Johns Lyng Group**  
1300 218 992  
**Construct Services**  
1300 266 787

## SCI

**Panel repairers**  
**Prime Buildings**  
07 3554 3704  
**ADB**  
**Constructions**  
07 5620 0465  
**Australian Restoration & Constructions**  
1300 728 225  
**Restorers**  
**Pircsa**  
07 3267 7068  
**Beyond Clean**  
07 3071 0035

## SUU

**Builders & restorers**  
**Advanced Building Services**  
1300 878 687  
**John Lyng Group**  
1300 945 945  
**Rizon Builders**  
1300 474 966

## Hutch

**Builders & restorers**  
**Bentino Builders**  
1300 284 537  
**Ezy Projects**  
1300 399 776  
**Nexus**  
1300 321 416  
**Insurer Build**  
1300 722 272  
**Restore Corp**  
Brisbane  
metro only  
1300 591 459

## Longitude

**Builders & restorers**  
**Advanced Builder**  
1300 878 687  
**Nexus**  
1300 321 416  
**North Star Builders**  
1300 504 668  
**Rizon Builders**  
1300 474 966

## Need help? We're here to support you

If you have questions about the claims process or need help with a specific issue, please contact your strata manager in the first instance. They'll coordinate with our team where required.

For general insurance enquiries or to speak with a Resolute Property Protect broker or claims consultant, call us on 1300 668 033. We'll work with you to confirm next steps, keep things moving and ensure the best possible outcome for your community.

## Useful links and resources

Whether you're new to strata living or have been part of your community for years, these resources offer extra support when you need it.



**Claims assistance**

resolutepropertyprotect.  
com.au/claims/



**Insurance insights and updates**

resolutepropertyprotect.  
com.au/articles/



**Contact us**

resolutepropertyprotect.  
com.au/contact/

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