

Insurance Claims Required Information

Suffering a claim is always a distressing event.

By providing us with the following information, you will help us to ensure your claims are handled as quickly as possible.

ESCAPE OF WATER

- Incident details, including notes of where water is Coming from (e.g. fixed apparatus)
- Flats/rooms affected and sizes
- Estimate(s)
- Photograph(s)
- Contact details for all affected properties

THEFT / MALICIOUS DAMAGE

- Incident details, including how entry was gained and Any emergency repairs undertaken
- Crime reference number/station and reporting officers
- List of items lost
- Estimate(s)
- Photograph(s)
- Contact details for all affected properties
- Dimensions of affected areas

IMPACT

- Incident details, including cause of impact
- If by vehicle, third-party insurer details
- Estimate(s)
- Photograph(s)

ACCIDENTAL DAMAGE

- Incident details, including which rooms affected and size (if applicable)
- Estimate(s)
- Photograph(s)

STORM

- Incident details, including date of loss and prevailing weather at the time
- If roof affected, age and type of roof
- Location (facing direction)
- Estimate(s)
- Photograph(s)

FIRE

- Incident details, including extent of damage
- Cause - if arson, crime reference number/station and reporting officer
- Estimate(s)
- Photograph(s)
- Contact details for all affected properties



How to make a claim

Buildings Insurance Claim

Please call: 0345 122 3283 (Local rate)

You can also email us at: ageasclaims@residentsline.co.uk

- We're available between 9am – 5:30pm every Monday to Friday.
Your call will be answered by one of our dedicated Claims Handlers.
- Claim forms are generally not required as straightforward incidents are agreed over the phone.
However, please note that supporting documents will be requested where necessary.
- In the case of serious loss, intermediate arrangements will be made for a skilled loss adjuster to visit your property.
- Our claims line is available 24 hours a day, 7 days a week.
- 70% of all claims are settled within 3 working days.
- For claims enquiries, please email us at ageasclaims@residentsline.co.uk

