

# Storm Response

## Information Flyer



**AJ Grant Building have been allocated by your Insurance Company to assist with your Insurance claim.**

We are sorry that you have been affected by the recent storm. There is always a substantial amount of heartache and stress in times like this and we consider it our job to reassure those impacted like you and undertake the task to restore normal living conditions as quickly as possible.

### Who are we?

AJ Grant Building has been operating for over 30 years, we have been providing insurance building and repair services to Australia's leading insurance companies nationally.

With years of experience helping our insurance clients and their customers we've seen it all. Whether it's a small repair, such as a leaking pipe, or a large major loss such as a devastating fire requiring demolition work and a complete rebuild you can be sure we can help.

Our experience in the industry has taught us to effectively scale and handle large volumes of claims across large geographic areas employing our national footprint underpinned by robust, consistent technology and operational infrastructure and systems.

### RESTORATION SERVICES

We provide total cleaning and restoration services for domestic, industrial and commercial situations. Fire, Flood, Smoke, Water: Furniture and contents restoration, carpet cleaning and restoration, structural drying, timber floor drying, water extraction.

### EMERGENCY RESPONSE

AJ Grant offer 24/7 emergency response and make safe teams to our clients and customers throughout our service regions across Australia when disaster strikes to ensure your property is made safe, secure and free from further damage.

## What are the next steps: Building

1

### Is it safe?

If you believe that your property is unsafe, please contact our office so we can arrange a trade to complete temporary repairs to make the property safe.

2

### Is it livable?

If you are the owner occupier and the property is not habitable, you could be entitled to temporary accommodation depending on the policy type you hold. Please contact our office so we can discuss your options with you.

3

### You will hear from us shortly

Our friendly bookings team will be in contact with you to arrange a suitable time for one of our experienced Assessors to inspect and report on the damages.

4

### Assessment

Our Assessor will attend the property to prepare a detailed scope of works which outlines the required repairs and we will submit this to your insurance company along with an assessment report on the cause of damage.

5

### Review

Your Insurance provider will review the scope of works and assessment report and will advise AJ Grant if they are to proceed with the repairs.

6

### Approval

Once the approval has been received, we will issue you a copy of the scope of works and details on how to pay your excess.

7

### Sign and pay your claim excess

Once your signed contracts and excess is received, we will commence with repairs.



## Contact us

We are committed to assisting you throughout this difficult time. If you have any questions regarding your claim, please contact your branch on **1300 254 726** and quote your claim number or property address.

You can contact us at any stage of your claim below:

[CLICK NOW FOR LIVE CHAT](#)

## Community Support Groups & Contact Details

This can be a very difficult and stressful time, if you feel you need support please reach out to the appropriate service:

**Lifeline  
131 114**  
24/7 Free telephone counselling service.

**Mensline  
1300 789 978**  
24/7 Counselling and resources for men in crisis.

**Kids Help Line  
1800 551 800**  
24/7 Counselling service for kids & young people.

**Parentline  
1300 301 300**  
Support and counselling and education for parents.

**National Relay Service  
133 677**  
For hard of hearing or speech impairment

**National Indigenous  
Critical Response Service  
1800 805 801**

**Free Translating and  
Interpreting Service  
131 450**

**DVConnect Womensline  
1800 811 811**

**DVConnect Mensline  
1800 600 636**

# What are the next steps: Contents

## 1 Booking

Our friendly bookings team will be in contact with you to arrange a suitable time for one of our experienced Restoration team to attend property and complete a make safe.

## 2 Attendance

The Restoration team will attend the property to complete a report, take photos, moisture readings and assess contents items that may have been affected and provide an inventory list and complete a make safe which may include installing drying equipment. The reports will then be submitted to your Insurance provider.

## 3 Review

Your Insurance provider will then review reports and will advise AJ Grant Restorations if they are to proceed with further works, this may include removal of carpet and contents items.

## 4 Inventory

If contents items have been affected you will receive a copy of your non restorable inventory list and we will request replacement costs to ensure we have the correct amount to replace these items, if new carpet is required AJ Grant Restorations will organise a quote for replacement.

## 5 Settlement

Once you have completed inventory list replacement, we request you email this back to AJ Grant to email provided where we will review replacement costs and submit to your Insurance provider the final cash settlement amount for contents.

## 6 Finalisation

Your Insurance provider will then contact you to discuss replacement portion of claim.