

Claim Procedure Guide

This guide is meant to provide instructions but does not guarantee that the claim will be a covered claim. Service provided by a restoration company may be at the expense of the homeowner.

- If your property has sustained damage - confirm there are no injuries-Immediately take the appropriate action to stop or control the nature of the emergency- Plumbing issues-call your plumber. A hole in your roof-call a roofer to cover the hole- If you have a flood you should immediately take action to remove the water.
- After the damage is contained and under control-report the damage to the management company. You will need to communicate the date and time of the loss-the areas affected and the action you have taken.
- The next step is to report the claim to your insurance carrier for your HO6 policy.
- An insurance adjuster from the Association's Master Insurance Company will call to set an appointment to assess the damage and determine if the claim is covered by the policy.
- Your insurance company may also send an adjuster.
- Your insurance company will ask for the management company's name and contact number.
- If your loss dictates the need of a restoration company-you are free to call the company of your choice. We have listed a reputable company below.
- The following contact numbers should be readily available:
- Realty Management & Maintenance: Property Manager -Ann Marie Fahringer
manager@rmmcondos.com 610-832-0500 fax-610-832-0508 (24-7 emergency) 484-531-8443