

PREPARING FOR THE UPCOMING STORM SEASON

The Bureau of Meteorology has declared the first active La Nina weather pattern since the last event in 2010-2012. The outlook for the coming storm season is wetter than average with a higher risk of flooding, storm and cyclone activity.

We have prepared this quick guide which provides considerations for the upcoming storm season that should be considered by the body corporate/owners corporation (common property) & lot owners (lot owners property).

MAINTENANCE



FLOOD COVER

If your policy does not provide cover for flood and you would like further clarification on options available, please contact Strata Insurance Solutions.

Damage to property from fallen trees is a common claim following a storm. We recommend ensuring all trees are trimmed with adequate clearance from the property and any dead branches removed.

TREES



ROOF

Engage a roofing contractor to inspect rooves and check for any maintenance issues. The most common cause of roof leaks are from broken and slipped tiles, flashings not being installed properly, blocked gutters/downpipes, iron roof screws/seals coming loose or failing and inadequate guttering or downpipes.



DRAINAGE

Ensure drains are free from any obstructions or blockages including from tree roots or debris.



PUMPS

Check pumping systems (including backup systems) in basements and lift wells are operational.





SANDBAGGING

In some instances sandbagging may be an appropriate consideration to reduce impacts of severe downpour or flooding. Certain councils may provide a sandbagging service – visit your local council website for more information.

KNOWN LEAKS

If you are aware of any leaks in the building such as leaks through exterior walls, failed membranes etc – priority should be given to fixing the leak. Most insurance policies will exclude claims resulting from a known building defect, error or omission.



DURING A STORM/CYCLONE

If a storm alert has been issued you should:

- Tie down or store any loose outdoor items such as furniture.
- Move motor vehicles undercover.
- In cyclone conditions tape your windows with an X pattern using strong packing tape to reduce the chances of windows breaking in strong winds.
- In a power failure turn off appliances to ensure protection from power surge. Surge protectors installed before the event will also minimise chance of damage by power surge.
- If water has damaged appliances or electrical items (such as lighting), arrange an electrician to inspect the item before use.

DAMAGE TO YOUR PROPERTY

If your property has been damaged it may be appropriate to contact the SES in the first instance on 132 500.

If you do not require emergency assistance from the SES, you can contact the following numbers to lodge a claim:

- **During Business Hours: 1300 554 165**
- **Outside Business Hours Emergency (Preferred): 1800 022 444**
- **Outside Business Hours Emergency (Alternate Number): 1300 831 094**

If you have contacted an outside of business hours make safe provider, please contact strata insurance solutions on 1300 554 165 the next business day to get your claim underway.