



Clifden Court

Block Policy Insurance Fact Sheet

This fact sheet has been compiled to assist owners when they have to deal with potential insurance claims in the development. The block insurance policy covers the building, common areas, and with regard to individual apartments, some risks may be covered under the policy. This block policy is usually one of the highest costs in the annual budget needs to be controlled by careful claims management. All incidents in the first instance should be notified immediately to AM Estate Management.

There is a common misconception that all aspects of your apartment are covered under the block insurance policy. **This is not correct.** Owners are required to have appropriate insurance in place for their apartment.

Risks which are covered under the block policy include:

1. Fire
2. Vandalism-Apartment Door
3. Storm or Flood
4. Some Water Leaks (depending on circumstances)
5. Other specific risks.

Whether or not any individual incident is covered depends on the circumstances, and is determined with the Insurer.

If claims increase year on year then the insurance premium will increase and we all pay more, so we need to all work together to control potential insurance claims and costs.

All incidents are examined in detail by AM Estate Management with the Directors of Clifden Court Management Company before a claim is submitted.

Preventive maintenance is the best way to reduce insurance costs, so if you notice a problem in your apartment, arrange for maintenance to solve the problem or inform AM Estate Management immediately. Small maintenance now can prevent large insurance claims later.

Items which are NOT covered under the block policy insurance:

1. The contents of your own apartment (including carpets, personal belongings etc).
2. There is no cover for you for any personal liabilities you may have to tenants or visitors inside your apartment.

The Block Policy may include some fittings within an apartment, but as mentioned above this depends on the circumstances of each case.



Clifden Court

Block Policy Insurance Fact Sheet

Block Policy Excess

The majority of insurance policies have an excess whereby the insured person must bear a certain initial cost in relation to each claim, and this is no different with the block insurance policy. This amount varies from year to year i.e. it is usually based on the claims history in the previous insurance/financial years.

Typically, management companies do not contribute towards the excess i.e. each member who submits a claim will have the excess amount subtracted from the final settlement amount. CCMC will contribute part of the excess.

Example:

Damage caused to apartment	€5,000	
Less Block Policy excess (Water)	€1,500	**Every other claim (excluding water) €500

Final Amount issued to CCMC	€3,500	

Clifden Court Management Company (CCMC) will contribute one third towards the block policy excess and a member who submits a claim will be liable for two thirds of this amount. So in the example above, the person claiming will bear the cost of €1,000, and CCMC will bear €500 cost.

Insurance Tips for Members

It is advisable that all members adhere to this advice

“Buy to Let” Apartments.

Whilst cover for the buildings is insured under the block policy, the Landlord should insure the contents. This should include furnishings and third party liability cover to protect his interests as a landlord. Cover for contents valued at €15,000 can typically be arranged at a cost €200 plus 3% levy.

Homeowners Contents Insurance

Contents of an owner occupied apartment and personal liability cover can be covered under a standard home contents policy. This type of cover can be obtained from your local insurance broker.

Tenants Contents Insurance

Cover is also available for the tenant to insure his contents contained within the apartment. Cover can be arranged at a cost of around €175 plus 3% levy for €10,000 Contents Sum Insured.



Clifden Court

Block Policy Insurance Fact Sheet

What happens when you submit an insurance claim on the block policy?

1. You must contact the managing agent (AM Estate Management) who will take all details i.e. what has occurred, rough estimation of damage etc. Any emergency repairs will be arranged at this time.
2. The insurance policy is in the name of Clifden Court Management Company Ltd (CCMC) so the managing agent and CCMC directors will consider whether a claim can be submitted (in consultation with the insurer where necessary). If a claim cannot be submitted, the claim process ends.
3. If the claim can be submitted, the managing agent will pass on all details to the insurance company through the insurance broker, who in turn will appoint a loss adjustor to handle your claim.
4. If a considerable amount of damage has been caused to a members apartment, it is advisable that you appoint a loss assessor to represent you i.e. the loss assessor will handle all aspects of the claim. The loss assessor will charge you a percentage of the total settlement figure.
5. The management company through its managing agent will receive a final settlement amount from the insurance company, with an analysis of the settlement amount by unit where individual units are affected. The management company does have the right to question any items included in the final settlement amount.
6. The insurance company will issue a cheque for the final amount (after deduction of the excess) to Clifden Court Management Company as the block policy is in the name of CCMC. In turn, the claim for any unit will be paid by CCMC* to the owner after deduction of an excess.

* In settling a claim with an owner, CCMC will consider any outstanding debts on the unit and may withhold some or all of the settlement in payment of outstanding service charges..

Clifden Court

Block Policy Insurance Fact Sheet

Tips To Help Prevent Insurance Claims

GAS BOILERS

It is recommended that gas boilers are serviced every 12 months.

A serviced gas boiler is a safe boiler. It is easy for us to get caught up in our busy lives and forget all about gas safety in the home. It is only when something goes wrong with our gas boiler that most of us pay any attention to it. However there are things you can do to make sure that your home's gas boiler and appliances stay safe.

- Book an annual gas boiler service and safety check for your gas appliances as per manufacturers' instructions and Bord Gáis advice.
- Only use an engineer listed on RGII to carry out gas boiler maintenance, installation and boiler repair. It is an offence for anyone other than an RGI engineer to carry out such works.
- If you are renting your accommodation, remind your landlord to get all gas appliances, including your gas boiler, serviced annually.
- Always ask to see your gas installer's RGII identification card.
- When you get a gas boiler service or repair make sure that you are issued with a RGII certificate.
- Do not block any ventilation in rooms where gas appliances are situated.
- Keep areas around gas appliances clear and free from obstruction.
- Ensure that all chimneys and flues are clean and free from any blockage or obstruction.
- Install a carbon monoxide alarm. These cost approximately €50 and are simple to install. As with all battery powered alarms, check the operation by testing weekly.
- If you smell gas or your carbon monoxide alarm activates, switch off your gas supply immediately. Do not use any electrical appliances. Open all windows. Call the Bord Gais 24 Hour Emergency Service Phone Number: 1850 20 50 50.

BATHROOM AREA

Most water leaks in Clifden Court originate due to poor sealing of bathrooms and kitchens. Owners must ensure water seals are inspected regularly, and should ensure the area around the bath/shower/sink is re-sealed regularly.

This is a common problem and is easily fixed. Remember if your bathroom leaks into another apartment, you may be liable for the costs to repair your neighbours apartment.

Simple and cheap preventative maintenance is the best way to avoid expensive repairs.

Clifden Court

Block Policy Insurance Fact Sheet

HOT WATER HEATER (LOCATED IN THE HOT PRESS)

Recently in Clifden Court a water heater tank imploded causing considerable water damage to a number of apartments throughout the block. As you can see from the points listed below the lifespan of a water heater is approximately 11 years.

Clifden Court was completed 16 years ago, which means that all the original water heaters located in CCMC are past their expected life span. It is advisable to get your boiler serviced every year, and replaced if necessary.

Expected Life of Water Heaters

Most water heaters last 10 to 15 years. It is recommended you begin to research new water heaters if yours is more than seven years old. This advance planning will ensure you get a water heater that fits your needs if your water heater fails.

If you don't know how old your water heater is, look at its serial number. The last two digits of the heater's serial number usually represent the year of manufacture. If you see any signs of leaking water or rust on the tank of your hot water heater, it may be time to replace the unit. Other indications that the hot water heater may be failing are that it no longer produces enough hot water for your needs or that it has developed unusual noises.

Water Heater Failure

Water heater failures are one of the top five sources of residential water losses. Most of these losses resulted from a slow leak or a sudden burst and cost an average of €4,500 in addition to the insurance deductible. The average age at which a water heater fails is 10.7 years.

FIRE PREVENTION

There are fire alarms in the common areas of each block, and these are tested regularly. For inside apartments, Dublin City Council website (www.dublincity.ie) has useful information on fire safety. Please read this advice, including the 3 golden rules:

1. Escape Drill – plan and practice
2. Smoke Alarm – have two and test regularly
3. Survey your home and implement fire safety measures

We encourage owners to have a domestic fire extinguisher and fire blanket in apartments, and ensure residents know how to use them. Please do not interfere with or wedge open any doors in the common areas as in the event of fire, they help prevent the fire from spreading.

There are over 50 fire extinguishers in Clifden Court, so all residents should be familiar with their locations and uses.

Clifden Court



Block Policy Insurance Fact Sheet

MEMBERS YEARLY CHECK LIST

Contents Insurance

☐

Gas Boiler Serviced

☐

Bathroom Area Re-Sealed

☐

Water Heater Serviced

☐

Fire prevention measures in place

☐

Useful Contacts

Managing Agent:

AM Estate Management
24 Hour Emergency Number
085-8357465

Complex Manager:

Paul Payne
086-8541756

Bord Gais:

24 Hour Emergency Service Phone Number:
1850 20 50 50

ESB Networks:

24 Hour Emergency Service Phone Number:
1850 372 999