



## Subsidence Claims

Having the right information to hand when making a claim can significantly reduce the time it takes to process it. So we've listed what kind of questions we'll ask and what we'll need to know when you or your customer calls.



Questions we'll ask	Guide to the information we'll need
When was the damage discovered?	You'll need to provide full details of when and how the damage was discovered.
When did the customer purchase the property?	What was the date the purchase?
Where in the property is the damage?	What room(s) are affected?
Is the damage next to a boundary, garden wall or driveway?	Do you have a diagram or plan of the building? If so, please highlight the areas affected.
Is anyone else responsible for the damage?	What work has been carried out on the property? Are there any nearby trees?
If residential – how many people live at the property, including pets?	We need to know the number of people and animals that are impacted.
Are the residents able to stay in the building?	If the property is not habitable, we need to know if people are staying with family or friends or if we need to arrange alternative accommodation.
If business – how many staff work there?	We need to know how many staff are affected.
Is the business still able to trade?	If no, why not?
Are there any other local premises?	Does the customer have other premises that they can trade from?
Is the business VAT registered?	If yes, we'll need the VAT number.