



barclays<sup>®</sup>  
building services

# FAQ's

Frequently Asked Questions

# Introduction

Whatever the extent of the damage, for the people involved, it's a stressful experience. We trust that this little booklet will help to answer some of the questions you may have.

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# Break-in Damage

What are the key things I need to do in dealing with a Break-in Damage claim?

- Identify all damaged areas and itemise damaged contents ready to advise your Insurance company.
- If a door or window is damaged, advise your Insurance company of what material it is e.g. timber/aluminium/glass.
- Check to make sure no keys are missing as this may require a change of locks.
- Also check if other items are missing and itemise ready to give to your Insurance company.
- If a damaged door is to be fixed shut, do you have another means of entrance/exit?

# Storm Damage

What are the key things I need to do in dealing with a Storm Damage claim?

- Identify all damaged areas and itemise damaged contents ready to advise your Insurance company.
- Ensure lights and electrics are not affected by water. Switch off if necessary.
- Advise your Insurance company of any emergency repairs that may be required e.g. water in the electrics, collapsed ceiling etc.

# Impact Damage

What are the key things I need to do in dealing with an Impact Damage claim?

- Identify all damaged areas and itemise damaged contents ready to advise your Insurance company.
- Advise your Insurance company of any emergency repairs that may be required e.g. collapsed ceiling, exposed wires, damaged/leaking water pipes, etc.
- Turn off lights and power if possible to affected wall/areas.
- Stay clear of damaged area in case of collapse.

# Water Damage

What are the key things I need to do in dealing with a Water Damage claim?

- Identify all damaged areas and itemise damaged contents ready to advise your Insurance company.
- If leak is still flowing turn off water mains.
- If necessary, turn off power to prevent further damage.

# Fire Damage

What are the key things I need to do in dealing with a Fire Damage claim?

- Once the all clear is given by the Fire Department, identify all damaged areas and itemise damaged contents ready to advise your Insurance company.
- Follow all advice from the Fire Department and your Insurance company.

# Malicious Damage

What are the key things I need to do in dealing with a Malicious Damage claim?

- Identify all damaged areas and itemise damaged contents ready to advise your Insurance company.
- If a door or window is damaged, advise your Insurance company of what material it is e.g. timber/aluminium/glass.
- Check to make sure no keys are missing as this may require a change of locks.
- Also check if other items are missing and itemise ready to give to your Insurance company.
- If a damaged door is to be fixed shut, do you have another means of entrance/exit?

# Excess Questions

## Why do I need to pay an excess?

Depending on your Insurance policy, an excess payment may be applicable. This amount is determined when you begin your Insurance cover. Generally the higher an excess payment the lower your premium will be.

## How do I pay my excess?

If Barclays Building Services is not handling your claim please contact your Insurance broker or Insurance company to advise you on this.

If Barclays Building Services is handling your claim, there are several ways that you can pay your excess with Barclays Building Services.

Either via;

**Credit card** – please phone our office on 9406 4800 and we shall take your details and process the payment.

**Cheque** – you can post a cheque or money order, made out to Barclays Building Services (WA) Pty Ltd to PO Box 1772 WANGARA DC WA 6947.

**Direct Deposit** – you can pay online using the following details:

- BSB: 306 113
- Account: 5454368
- Account Name: Barclays Building Services (WA) Pty Ltd

Please quote your job reference number if you choose to pay by direct deposit.

## Why do I need to pay my excess before repairs commence?

Depending on your Insurance policy, an excess payment may be applicable and may need to be paid before repairs commence. This will be determined in your Insurance policy and the agreement between you and your Insurance company.

To check when your excess payment needs to be paid please phone us on 9406 4800 or contact your Insurance Company.

# Repair Questions

Do I receive a list of repairs that Barclays Building Services are carrying out to my property?

Yes. Once your Insurance company authorise Barclays to commence repairs we send out a Scope of Works detailing the repairs that will be carried out to your property.

Will I be contacted when repairs are authorised?

Yes. If Barclays are authorised by your Insurance company, the Supervisor allocated to your claim will contact you to advise we have received authority to commence works.

Can I change the colour of my ceiling/wall?

Yes, however additional costs may apply as our quote is for one coat of sealer and one coat of paint to match existing. Any additional coats of paint would be at the insured's cost.

# Maintenance Questions

## What is Maintenance?

Maintenance relates to works that need to be carried out, by the Policy Holder before any Insurance related repairs can be organised. These repairs relate to general property maintenance that normally would need to be carried out in order to maintain your property's condition.

## Why do I (as the Policy Holder) have to carry out the required Maintenance?

As per your Insurance policy, maintenance is not covered under your Insurance claim – this is the responsibility of the Home Owner. Maintenance works are required, by your Insurance company to be carried out before Barclays commence any Insurance related repairs because this maintenance will prevent the same event occurring in the future.

## How long do I get to carry out required Maintenance?

Normally Barclays allow a period of six weeks for maintenance to be carried out, however as a courtesy we follow up each claim at three weeks to see how you are progressing or if we can be of any assistance.

## What happens if I can't find anyone to carry out the required Maintenance?

After a period of time, if you are still unable to carry out the required maintenance due to a lack of suitable trades, Barclays can recommend an appropriate company to quote to carry out the required maintenance for you.



## Does my Maintenance need to be carried out by a Qualified Tradesman?

Barclays highly recommends a Qualified Tradesperson, in the relative field should carry out the maintenance works to ensure all works are to current Building Codes of Australia standards.

## Why can't my Insurance related works be carried out before the required Maintenance is completed?

The maintenance is required to be carried out, prior to any works by Barclays as these works will prevent the same event occurring in the future. Also it is requested by your Insurance company that Barclays confirm this maintenance works have been carried before commencing any repair work.

## How do I notify Barclays Building Services that I have completed the required Maintenance?

Included in the documentation you receive advising you that Maintenance is required, is a Maintenance Completion Form. To confirm completion of your maintenance, fill this form out and return to our office via the Reply Paid envelope supplied or to PO Box 1772 WANGARA DC WA 6947.

# Track Progress Online

Our job tracking and quoting system, **bartrack**, enables you to go online and view or track the progress of your damage repair job, when it is being managed by Barclays Building Services.

If you supply your email address to Barclays Building Services, you will be sent an email which provides your username and password plus step-by-step instructions on how to track job progress using **bartrack**.

If you have not received an email, or have not provided us with your email address, please contact our office if you wish to track the progress of your job online, using **bartrack**.

**bar*tt*rack**<sup>®</sup>  
JOB TRACKING AND QUOTING SYSTEM

# Customer Satisfaction

It is our responsibility to manage the claim repair process and to ensure that you are satisfied with the quality of the repair work.

Upon completion of works the Building Supervisor conducts our final courtesy call to confirm all repairs as per the Scope of Works have been completed to your satisfaction.

To formally confirm your satisfaction you will need to complete the Certificate of Completion which is enclosed with this FAQ's booklet provided by our Supervisor on the first site visit.

Please keep this in a safe place.

**Certificate of Completion**

In order to swiftly finalise your insurance claims, simply sign and return this form in the reply paid envelope provided once the work required has been completed.

Insurance Ref Number: \_\_\_\_\_

Claim / Policy Number: \_\_\_\_\_

Our Reference Number: \_\_\_\_\_

Client Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

I / we would like to confirm that the works to my / our property, as instructed by our insurance company has been completed by Barclays Building Services Pty Ltd.

Signed: \_\_\_\_\_ Signed: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

(tick applicable box)

Customer Satisfaction Feedback report	Poor	Average	Good	Very Good	Excellent



PLEASE AFFIX LABEL HERE

Notes/Comments

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