



EFFECTIVELY MANAGING A LARGE PROPERTY LOSS

Whether it is a tropical storm, hurricane, hail, windstorm, or the recent unprecedented freeze event that affected the state of Texas, the ensuing property damage is unsettling and disruptive to your operations and the customers and clients you serve.

Preparation beforehand is crucial to quickly responding to disaster and to begin mitigating and controlling the loss from the onset.

Have these phone numbers readily available so that key staff can access them:

- Local water company
- Local electric company
- Water extraction companies

We have included phone numbers below of some of the larger water extraction companies that we listed previously: (this list is not all inclusive but gives you a starting point)

- Blackmon Mooring – 866-620-7576
- ServPro – 800-SERVPRO
- Service Master – 844-907-2795
- Black Hills Restoration – 800-931-1962

Make sure several key staff know where all water shut-off valves are located and how to turn them off. Some require a special valve key so key staff should be trained on how to use the key.

Report the Claim Promptly

Please complete and return the applicable Property Loss Notice which can be found under the Services Tab of the Texas Water Conservation Association Risk Management Fund website. By promptly reporting the loss, a Risk Management Fund adjuster will be quickly assigned and begin the process of assigning a Field Adjuster to meet you onsite and begin the appraisal of the damages. For prompt claim set-up, all Loss Notices should be sent to our central mail room at osctexas@yorkrsg.com. This email address is at the top of each Loss Notice form.

Building Damage Repair

The assigned Field Adjuster will continuously work with your contractor to help facilitate the most expedient repair process possible and restore your operations to normal. This will include writing the initial repair estimate, resolving differences in that estimate and any estimate written by the contractor, and managing any Change Orders during the reconstruction process. Communication between the Risk Management Fund adjuster, Field Adjuster, member, and contractor are essential.

Many Risk Management Fund members have the capacity within their maintenance staff to do many of the needed repairs in-house. If this is the case, please document this by saving all receipts for materials purchased and maintain a detailed spreadsheet of payroll expended for the labor involved and description of work performed.

Damaged Contents

Be sure to not throw away any contents without first making a list of (a spreadsheet is available from the Risk Management Fund claims staff with the Fund) and photographing the contents. When applicable, document the manufacturer, make, and model of any damaged contents. For larger claims, a Contents Adjuster may be assigned to your claim to aid with capturing and pricing the contents. Your assigned Risk Management Fund adjuster will help you with this assignment if necessary.

Extra Expense

Maintain thorough documentation (receipts/temporary lease contracts) of extra expenses incurred while your property is being repaired or replaced. These expenses are those you incur that are above and beyond your normal operating costs. Some examples of Extra Expenses:

- Moving your business to a temporary site while your main location is being restored
- Buying or leasing equipment for the temporary site
- Paying employees overtime or hiring temporary workers during the transition
- Additional security to monitor vacant buildings
- A rented storage facility

Business Loss of Revenue

If you incur a loss of revenue related to your covered claim, please be prepared to provide the following financial documentation for each loss location. "Current" as stated below would be when the loss of revenue has ended.

- Daily revenue for January of the loss year through current
- Monthly revenue for January of the preceding calendar year through current
- Detailed profit and loss statement for the fiscal year ended prior to the loss
- Monthly profit and loss statement for the month of loss through current
- Payroll registers for January of the loss year through current

Loss of Rental Income

Provide a copy of the affected lease agreements and maintain a spreadsheet for the total loss of rents for each month during the duration of the repair, replace, or rebuild process. Should you have any questions concerning a property loss you have incurred, please contact any of the following members of our Risk Management Fund Property & Casualty Claims Team who will be glad to assist you.

Rod Keefe, Property & Casualty Claims Team Manager: (512) 427-2499

Ronnie Marable, Senior Property & Casualty Claims Adjuster: (512) 427-2332

Luz Colon, Senior Property & Casualty Claims Adjuster: (512) 427-2495

Jeff King, Senior Property & Casualty Claims Adjuster: (512) 427-2414