



HORIZON BAY BODY CORPORATE – INSURANCE CLAIM EMERGENCY PROCEDURE – ANNEXURE “A”

This procedure is an extension of the Conduct Rules as filed with the Ombudsman and will be managed, adapted and updated from time to time by the Trustees of the HBBC.

IN EVENT OF A BURST PIPE/GEYSER:

1. Call **RECEPTION IMMEDIATELY** 071 546 7463 OR (Dial 1 on your Intercom handset and press SEND) - The reception staff will immediately inform you to shut down the water supply by turning the BLUE or RED Valve located above your geyser. **(Plumbing assistance please contact:)**
 - ***Mr. Bush – Gentleman of Trade: – Bush Hlozani Gwenzi 083 734 7315 / 063 370 6727***
 - ***Ray & Sons Plumbing - Ray Dutuma 071 815 9118 & Dorren 060 310 6795 & 078 557 5211.***

2. **OFFICE HOURS – ALL CLAIMS -**

Lodge your insurance claim with the Building Manager, Trustee OR FMS.

FOR EMERGENCIES AFTER HOURS ONLY- - IF YOU CANNOT GET HOLD OF YOUR BUILDING MANAGER OR TRUSTEE – (You can contact Delphisure Insurance Brokers on 021-914 1700 for assistance.

3. **Know your - EXCESS AMOUNTS:**

Geyser Replacement – R3000 and repair R250.

Resultant Damages following a Geyser Replacement – Additional R5000 per unit.

**Max. Geyser Installation Cost – 100L = R22000.00, 150L = R23000.00,
200L = R26000.00.**

Copper Geysers may be installed at no additional costs to the owner. Any emergency temporary repairs may not exceed the sum insured.

4. All quotes must be submitted to the Horizon Bay Body Corporate Building Manager – Herman Matthee.email:horizon@faircapeonsite.co.za.
5. Should an owner wish to increase their sum insured, they need to please send a detailed instruction in writing to the Managing Agent FMS. (FAIRCAPE MANAGEMENT SERVICES)
PLEASE BE AWARE THAT WHERE CLAIMS ARE NOT COVERED, THE COSTS ARE FOR THE OWNERS OWN ACCOUNT

PLEASE NOTE: AT NO TIME will HBBC Building Manager or Reception be responsible for keeping keys for any relevant apartments to grant access for quotes and/or repair to any resultant claims.

The Building Manager OR a Trustee and the Owner OR Owner's Representative MUST sign off completion of the work before payment will be made.

The Building Manager or Trustee will not be responsible for the signing off of the quality of work completed. **This is the owner's responsibility.**
