

# Your guide to understanding the Repair Process

Now you've made an Insurance Claim it's important to understand the Repair Process. This step-by-step Guide will help you understand the stages involved in ensuring your repairs are completed efficiently and give you an idea of how long they will take. You'll also find out who's responsible for what, so you can feel confident your repairs will be dealt with in a professional and timely fashion.

“ We know that getting the job done quickly and to the highest quality standards is important to you. You also need to plan around what is happening with the repairs to your property, so we keep you informed every step of the way ”

Stuart Goble  
Managing Director, 4Dimensions

Just fold out this page and you'll see each stage in a simple chart. This will give you clear guidelines of what to expect once the repair process gets underway and the approximate timeframes for each stage. It also shows when key evaluations are made and approvals obtained.

During the first three stages, the work required to repair your property is assessed, approved and categorised as either a **Standard Repair** or **Repair Plus**.

Generally, if we have determined your repair to be a **Standard Repair** it means that the value of the claim is less than \$12,000, involves simple non-structural repair works or has been pre-approved by your insurer as a "Do and Charge" repair. If yours requires our **Repair Plus** service it simply means that you have a higher value claim, repairs are more complex or additional documentation such as a Building Permit is required.

As well as these general guidelines, you can be sure we'll keep you informed with work in progress and let you know how your repair is tracking against the expected timeframe.



# Guide to the Repair Process

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## When we receive notification of your claim 5 days

- > **4D** (4Dimensions) will contact you, the **Insured**, within 24 hours of receiving a Claim Notification from your **Insurer** and arrange to visit your property.
- > **4D** will complete a professional assessment of required repairs and compile a comprehensive Scope of Works.
- > **4D** will provide a detailed Report, including the Scope of Works and our Quote, to the **Insurer** within 5 days of visiting your property.
- > From this information **4D** will categorise your claim as a **Standard Repair** or **Repair Plus**.

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## After we submit our Report to the Insurer

- > Your **Insurer** will assess our Report and Quote, and also quotes received from other builders. If our quote is successful, your **Insurer** will provide a signed Approval Notification to **4D** to proceed with repairs.

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## Before we can proceed with your repair 7 days

- > **4D** will provide you with a copy of the approved Scope of Works, Authority to Proceed and Excess Invoice (if applicable) within 24 hours of receiving Approval Notification.
- > You, the **Insured**, need to return your signed Authority to Proceed and Excess Payment to **4D** before we can proceed with your repairs. We will check with you if we do not hear from you within 7 days.

If a 'Standard Repair' proceed to

4

If a 'Repair Plus' proceed to

5

4

## Standard Repair

### Scheduling 14 days

- > **4D** will schedule resources and purchase materials ensuring quality service in a timely fashion.
- > **4D** will advise the **Insured** of the date for commencement of works and anticipated program.

### Works 30 days

- > Works, as outlined in the Scope of Works, to be completed within 30 working days (not including weekends, public holidays or Rostered Days Off). Program may be extended by circumstances such as inclement weather or if the site, contractors or building materials are unavailable.

### Completion of Works 5 days

- > **4D** Customer Service Representative will contact the **Insured** to evaluate their level of satisfaction and confirm that all service requirements have been met. The **Insured** will be asked to complete a Certificate of Satisfaction.
- > **4D** will send a Thank You card to the **Insured**.
- > **4D** will invoice the **Insurer**.

## Completion of your Repair

## 5

### Repair Plus

#### Documentation 21 days

##### Small Works Contract

- > 4D will prepare appropriate Building Contract and provide to **Insured**.
- > 4D will assess requirements for Building and other Permits, appoint Relevant Building Surveyor and provide Owners Consent form to **Insured**.
- > You, the **Insured** need to return the Small Works Contract and Owners Consent form.

##### Home Owners Warranty Insurance

- > Within 24 hours of receiving the signed contract from you, 4D will apply for Home Owners' Warranty Insurance. It usually takes about 7 days to receive confirmation that your project has been registered.

##### Plans & Permits

- > 4D will prepare and submit documentation for Building Permit including:
  - Property Title information.
  - Contract and Home Owners Warranty Insurance.
  - Plans, specifications, engineering and additional assessments and reports.
  - Town Planning Permit. Additional time allocation may be required to obtain council approval.

#### Scheduling 14 days

- > 4D will schedule resources and purchase materials ensuring quality service in a timely fashion.
- > 4D will advise the **Insured** of the date for commencement of works and anticipated program.

#### Works *Timeframe on case-by-case basis*

- > Works, as outlined in the Contract Documents, will be completed by 4D within agreed program. Program may be extended by circumstances such as inclement weather or if the site, contractors or building materials are unavailable.

#### Completion of Works 5 days

- > 4D will schedule a final inspection with the **Insured** to evaluate their level of satisfaction and confirm that all service requirements have been met. The **Insured** will be asked to complete a Certificate of Satisfaction.
- > 4D will schedule final inspections with the Relevant Building Surveyor and Building Ethics Australia.
- > 4D will review findings from inspections and resolve any outstanding issues to obtain final approvals.
- > 4D will send a Thank You card to the **Insured**.
- > 4D will invoice **Insurer**.

Completion of your Repair

# Contact Us

If you are unsure about any of the information we provide or have any queries about your repair, or the repair process itself, please contact us and we'll respond quickly.

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