



Property Damage Policy: What to do in the event of an incident

We state at this time **no liability will be accepted until a full internal investigation is completed by either the Insurance Officer or the Insurance Company Zurich municipal.** Once investigations are complete then a decision on liability will be communicated to you.

At this time if you wish to make a claim for your losses, we recommend the following:

Email the Insurance Team at Insurance@bromsgroveandredditch.gov.uk with the following information:

1. Your Name and Company Name
2. Full Address and Phone number
3. Date of the Incident
4. FULL Description of the Damage and how you believe it was caused
5. Photos of the Property you are claim has been damaged
6. Receipts of property when purchased
7. Quotation for repairs or replacement of property

If you do not have access to email, you can put your claim in writing to Insurance Officer, Redditch Town Hall, Walter Stranz Square, Redditch Borough Council, Redditch, B98 8AH (For both claims for Redditch and Bromsgrove areas). Please note that if you wish to make a formal claim then you have to provide as much information requested as the claimant.

Further Information

If you feel you have suffered loss which has affected your health or wellbeing you will need to make a separate claim, and we advise you seek your rights and responsibilities from the Citizen's Advice Bureau. We advise that in any claim to do with health and well-being you speak to your solicitor. If you do not have a solicitor, you can access information from the Law Society who will provide information and contacts for a solicitor local to you.



If you are seeking to make a claim for Injury, please email insurance Insurance@bromsgroveandredditch.gov.uk or call 01527 64252 ext. 3164.

If you have any further questions, please feel free to call the Insurance Department directly 01527 64252 ext. 3164.