



VICTORIA
BODY CORPORATE
SERVICES PTY LTD
your strata care company

How to respond to a natural disaster and your priorities

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Stratasphere... the world of strata – your questions answered!

Question:

Last year Victoria was affected by many natural disasters (floods and fire) What is my priority in seeking help if I am affected by a natural disaster? Can my Manager help?

Answer:

Safety is your immediate priority

Support by emergency services such as the State Emergency Service (SES) may be limited following a disaster, as services are inundated with demands from people affected. Your first priority should be whether you are safe in your immediate environment. If your building is structurally unsound and it is safe to leave, then consider moving immediately to a secure location.

When to contact your Manager

Once you are safe, your Manager should be contacted as soon as possible so they can request help from SES. If you cannot reach your Manager, the SES number for Victoria is 132 500.

How your Manager can assist

Your VBCS Manager is here to provide you support. They will make contact with your building's insurer in relation to any damage to common property. Some fixtures and fittings may be covered by the scheme's policy dependent on the policy wording. If damage is caused to any fixtures and/or fittings within your lot, please put these in writing to VBCS and we will seek clarification of coverage from the insurer, and correspond with you accordingly.

Generally, the building insurer appoints an assessor to review the damage to the scheme and surrounding areas and, in co-ordination with VBCS, organises repair work. If personal items within your unit are damaged, write down as many details as possible and include any relevant receipts to pass onto your contents insurer for consideration.

All owners, whether landlord or occupier, should check the particular conditions of their contents cover to determine any exclusions and whether the insurer offers optional cover for specific events.