

TOWER HAMLETS HOMES

GUIDANCE NOTES

- TO ASSIST YOU WHEN COMPLETING YOUR HOUSING INSURANCE CLAIM FORM

Please read these Guidance Notes before completing the Claim Form

By providing the information requested on the form it will assist us
in dealing with your claim

Where information is not provided delays may occur

SECTION

1 PERSONAL DETAILS

Please write your full name and address -
not forgetting your postcode.

2 DETAILS AND DATES

It is important to provide details of dates
and any previous incidents in connection
with your claim.

If there are no other incidents please
write “none” and continue to the next
part of the claim form.

3 DESCRIPTION OF INCIDENT

It is essential to describe what happened - to
draw a sketch plan and provide photographs
(where applicable). This is particularly
important if your claim relates to an
incident outdoors.

4 WHY DO YOU FEEL WE HAVE BEEN NEGLIGENT?

If you feel that you have suffered a loss
due to negligence by Tower Hamlets
Homes or our contractors please explain
why you think we are at fault.

5 DETAILS OF LOSS

Please give details of your loss including
copies of receipts and invoices. You
providing this information will speed up
the processing of your claim.

NOTE

If you are completing the claim form on
behalf of somebody else, please state your
relationship to that person.