

Fast, coordinated response protects vulnerable customers, minimises temporary accommodation costs

CHALLENGE

At the start of the 2025 Christmas period, a contractor accidentally damaged a fire sprinkler head in an apartment building above a retail outlet, causing significant water ingress throughout the first-floor common areas and 18 residential units. The resultant failure of the main lifts left several elderly and mobility-impaired residents effectively stranded.

SOLUTION

Crawford's loss adjusters mobilised immediately upon receiving the insurer's call. Working closely with the insurer, broker, Owners Corporation (OC), and panel builder, Crawford coordinated same-day attendance along with the rapid generation and accelerated approvals of urgent repair quotations. Lift technicians were brought in by the OC to restore partial lift access within days. Households with vulnerable residents received fast-track repairs, including full reinstatement for an elderly couple as well as a resident with respiratory issues. Rapid drying and mitigation meant almost all residents stayed safely in their homes during repairs.

INDUSTRY

Insurance

LOCATION

Victoria, Australia

CLAIM TYPE

Complex water damage

RESULTS



Support for vulnerable customers prioritised



Many residents remained safe at home



Minimal displacement reduced temporary accommodation costs

