

WATER DAMAGE IN STRATA

A solid orange square graphic located to the right of the word "IN" in the title.

BACKGROUND

- 45% of all claims in Strata
- Most commonly disputed claim
- Most preventable claims

AGENDA

- Understanding how policies respond
- Case Studies
- Preventing water damage claims
- Questions

UNDERSTANDING WATER DAMAGE CLAIMS



THE LEAK



EXPLORATORY COSTS



CONSEQUENTIAL DAMAGE



CLAIM EXAMPLE 1: BURST PIPE

PLUMBER REPORT

- Inspected property after reports of water damage to ceiling within unit 21.
- Exploration: Removed water damaged ceiling unable to find source of water. Went upstairs to unit 31 there was no water damage but removed section of the wall toilet area and found a rusty pipe which was leaking.
- Replaced rusty section of pipe.
- Repaired gyprock ceiling in unit 21 & walls in unit 31.



CLAIM EXAMPLE 2: WATER PROOFING MEMBRANE

PLUMBER REPORT

- Water damage has been discovered to bathroom vanity from shower recess.
- Upon removing the tiles it was found the membrane had failed likely due to wear and tear and subfloor was damaged.
- Wall & floor tiles in shower have been removed and replaced to allow for install new sub-floor.
- Leak has been occurring for approximately 6 months – 1 year.

CONSEQUENCES OF CLAIMS

- Adverse claims history
- Loaded premium
- Higher excess
- Imposed Special Conditions
- Decline to quote

Preventing Water Damage Claims



FAILED WATERPROOFING
MEMBRANES IN SHOWER
RECESSES



BURST PIPES



FLEXIBLE BRAIDED
HOSES



ROOF LEAKS



TOILET BLOCKS



FAILED WATERPROOFING MEMBRANE

BACKGROUND

- Showers & Balconies
- Lifespan 25 years

MITIGATION

- Repair damaged grout, apply new silicone spray over membranes (only when the membrane has not failed).
- Consider renovating bathroom every 25 years
- Builders warranty claim (within 6 years)

Burst Pipes and Flexible Braded Hoses

BURST PIPE



MITIGATION

- Water Sensors
- Shut off Devices

FLEXI HOSES



Location: Kitchen & bathroom, toilets, dishwashers, plumbed in fridges & washing machines)

MITIGATION

- Check for rust & kinks
- Replace every 10 years
- Buy Australian Made

Burst Pipes and Flexible Braided Hoses

ROOF LEAK



MITIGATION

A maintenance plan should be implemented for the following:

- Gutters (all roofs) annually or more if needed;
- Iron Roofs every 5 to 10 years;
- Tiled roofs on smaller properties every 5 years
- Tiled roofs on larger properties annually

BLOCKED TOILETS



MITIGATION

If you live in a multi-storey property we recommend you provide a memo or remind unit occupiers not to flush wipes, sanitary products or other foreign objects down the toilet.

QUESTIONS?