

SEVERE WEATHER WARNING

Dear Owners,

As you may be aware, the Bureau of Meteorology has forecast heavy rainfall and destructive winds for the Gold Coast/ Brisbane regions this week and possibly into the weekend.

Property owners are urged to monitor updates being frequently provided by media sources and advised to act accordingly. Local Councils have opened up sandbag stations, with collection points listed on both the City of Gold Coast or the Brisbane City Council websites, linked below -

- <https://dashboard.goldcoast.qld.gov.au/>
- <https://www.brisbane.qld.gov.au/about-council/news-and-publications/newsroom>

Should an emergency arise, please make contact with the SES on 132 500.

To mitigate risk to your property and those surrounding you, it is recommended that the following precautionary steps:

- Reduce the risk of falling branches by trimming trees and shrubs near your house.
- Minimise potential damage from windborne objects by moving outdoor furniture inside, tying down play equipment, and removing any other loose items that could become airborne.
- Conduct a thorough roof inspection to identify and repair any loose tiles, shingles, or other vulnerabilities.
- Clear gutters and downpipes to allow rainwater to flow freely and prevent water buildup.
- Check and seal any gaps or cracks around windows and doors to prevent water infiltration and drafts.

Should an insurable event arise, be aware that both our office and insurable bodies are likely to be inundated during this period, so being personally organised will assist progress any claim if accepted by the insurer:

- Insurance Claim forms can be accessed via the Strata Sphere Management App or by contacting our office.
- Be aware of your insurance policy details for both your body corporate policy and contents policy. This information is contained in your last AGM Notice
- For an insurer to consider a claim, the following must be provided -
 - A properly completed claim form.
 - Proof of Repair: Documentation confirming the cause of the damage and that it has been fixed. This can be a quote, a contractor's report, or a paid invoice.
 - Damage Repair Estimate: A separate quote detailing the cost to repair the damage caused (e.g., window replacement, ceiling resheeting). If you prefer an assessor to provide an estimate, please inform us when submitting your claim.
 - Photographic Evidence: Images showing the damage that resulted from the incident.

Where your property is the subject of a lease or other tenancy arrangement, please ensure that you pass this information along to your tenant and or letting agent and stay in touch with them during this time to ensure the safety of your property and of course, your tenant.

Please stay safe and make contact with emergency authorities if required.

Yours sincerely

The Team at Strata Sphere Management