

## MORGAN PROJECT SERVICES

# Customer Building Claims Journey

Morgan Project Services (MPS) centrally manages Vero building claims from start to finish with a timely, focused and consistent response. For complex claims or large losses, you'll have a single point of contact throughout, a Project Manager with building and construction knowledge looking after the job from start to finish. More importantly, MPS's close relationship with Vero streamlines the claim process so your claim will be processed faster.

### Step 1 | Initial Contact



MPS will contact you either by phone or email to:

- Discuss if there are any urgent works needed.
- Ensure your property is safe.
- Check if there are any personal circumstances that will help us better manage your claim.

### Step 2 | Assessment



An MPS Project Manager will arrange a time to visit your property if necessary to:

- Complete a detailed assessment (Scope of Works).
- Discuss what they've included in the assessment and make sure you understand all your options.
- Arrange any additional inspections by specialist consultants if they are needed.

The MPS Project Manager will be your contact person for the rest of this process.

### Step 3 | Make Safe



Your Project Manager will:

- Arrange for tradespeople to come to your property to do any work needed to make your property safe.
- Ensure these works remove any immediate Health and Safety concerns and reduce any further damage to your property.

Note: These works may have been completed after the initial contact.

### Step 4 | Design



Your Project Manager will:

- Determine if any design is needed and;
- Manage this directly with the appropriate consultants (engineers, architects, etc).
- Manage building consents if they are required.

### Step 5 | Contractor Engagement



MPS has a large network of Tradespeople and Contractors across the country.

Your Project Manager:

- Will appoint the most suitable Contractor or Tradesperson for your claim.
- Send the agreed Scope of Work to them to obtain a quote.

### Step 6 | Pre-Construction



MPS will:

- Review the contractor's Health and Safety documentation.
- Prepare a Building Contract which will be sent to the contractor, and you for signing (electronically where possible).

### Step 7 | Construction



MPS will:

- Manage the work under construction to make sure the work is completed in a timely manner.
- Ensure quality workmanship in line with the Building Contract.

Your Project Manager will regularly monitor the progress and update you, and Vero.

### Step 8 | Finish



You'll be asked to attend a Practical Completion meeting where:

- The final works will be inspected.
- Any minor defects or deferred work will be noted.
- Dates will be agreed to have the defects completed.

Your claim will go back to Vero for closure. At this point, your property is considered fit for purpose, which means you or your tenant can move into the home.

Find out more at [morganprojects.co.nz](https://morganprojects.co.nz)