

A man in a white polo shirt and blue jeans is crouching on a grassy area next to a brick wall. He is holding a clipboard in his left hand and pointing with his right hand towards the base of the wall. The background shows a residential setting with a fence and trees.

Flex Insurance Strata Property Risk Survey



Why does Flex Insurance want to survey my property?

Flex visits (surveys) many of the properties that we insure. The aims of the survey are to better understand your building so we can underwrite your insurance policy, as well as help you protect your strata property by identifying areas for risk improvement.

The survey process may also include a liability exposure review of common areas where coverage is provided. Flex surveys properties regularly.



Who conducts the survey?

Flex utilises QBE Risk Solutions internal risk engineers and approved external providers to undertake risk surveys. The same quality of service should be expected from QBE Risk Solutions and external providers as that provided by Flex.

You can expect the risk engineer to be polite, diligent, punctual and to listen to any concerns you may have.

The risk engineer may also be accompanied by a Flex underwriter who manages your account, and/or your insurance broker.



Preparing for the survey and providing a site contact

Depending on the size and complexity of your strata property, a survey could take from one hour up to a full day on-site.

You will need to provide a site contact who will accompany the risk engineer around the site and has access to inspect essential systems and process areas. Your site contact should ideally understand how the Body Corporate currently control risks on site. They should be familiar with any security, fire detection and fire protection systems installed at the site that are managed by the Body Corporate. The site contact is normally a building, facilities or operations manager. Unless you notify us in writing or otherwise, you agree to include the name and position of your site contact, which may be shared in the report.

Please also have copies of the latest flow test reports for the hydrant and sprinkler systems (if applicable), as well as any other critical protection systems that are regularly tested by the Body Corporate. The risk engineer may send you a list of relevant documents requiring inspection. These can be emailed to the risk engineer before the visit or can be provided during the visit.



What to expect

Normally, the main components of a survey include:

- Briefing – overview of the buildings, systems and processes to be inspected
- Handover – documents such as site maps, schematics or system test reports.
- Inspection – a walk around the site to inspect buildings, systems and processes, including security systems, storage areas, main plant and equipment, kitchens, flammable liquids and gases, fire indicator panels, hydrants and sprinklers, control valve room, electrical distribution boards

Important Information

The property risk survey is undertaken for insurance underwriting and risk assessment purposes only and reflects conditions at the time of the visit. It is not a compliance audit, safety inspection, or certification of the property, and does not guarantee that all risks are identified.

Any observations or recommendations are general in nature and should not be relied upon as professional or technical advice. Completion of a survey, or any recommended improvements, does not guarantee acceptance of risk or specific insurance terms.

Information and photographs collected may be used for legitimate insurance-related purposes only. The survey report is confidential and must not be relied upon for any other purpose.

CHUISAVER Underwriting Agency Pty Ltd (ABN 85 613 645 239, AFSL 491113) trading as Flex Insurance acts under a binding authority as an agent for certain underwriters at Lloyd's and QBE Insurance (Australia) Limited (ABN 78 003 191 035, AFSL 239545), the insurers of the products.

- Debrief – in the debrief, the risk engineer will discuss any potential risk improvements they have identified during the inspection



Photographs

The risk engineer will take photographs of the building that may be included in the survey report to assist the Flex underwriter to fully assess the risk and understand areas for improvement. The photographs may be shared with third parties apart from Flex, your insurance broker and you, and may appear in our final report. The photographs may only be shared for insurance-related purposes.

If there are any systems that are particularly commercially sensitive that you prefer not to be photographed, please identify these during the initial briefing with the risk engineer.



Follow Up

Risk improvement recommendations

The risk engineer may identify potential improvements you can make to better manage your risks, either during the visit or after further analysis.

Each risk improvement recommendation will be expected to be completed within a specified timeframe. If risk improvements are not implemented, that may affect future offers of insurance from Flex.



More information

If you have any questions, please first contact the Risk Engineer. If you require additional information, please contact your insurance broker or Flex Insurance at info@flexinsurance.com.au