

SHADOW HILLS HOA



PROJECT DESCRIPTION

Shadow Hills HOA is a smaller community with eight multi-story buildings situated in Lakewood, Colorado. The property's exterior consists of sloped, shingled roofs with rough-sawn stained cedar siding of which were impacted by multiple hail storms.

Key Takeaways

Property owners are almost always at a disadvantage without the proper knowledge and experience in dealing with insurance claims.

- Navigating an insurance claim can be a complex and tedious process.
- Proper investigation is critical to receive a fair and honest settlement.
- Properties need to be inspected properly after each severe weather event to assess damages.

Loss Details

The property, Shadow Hills HOA, originally sustained hail damage to the sloped roofs, soft metals, and painted exteriors in June of 2012. C3 Group was hired by the board after initial offers from their insurance company were insufficient.

Business Challenges

The property sustained hail damage after two severe weather events. One in 2012 and another again in 2016. C3 Group retained to assist the insured with their loss. The carrier agreed to replace the roof and paint the exterior, however, their estimate was lacking all of the industry-standard items.

As a result, the initial carrier estimate was originally only \$262,981.83.

Solutions

C3 Group, through persistent and accurate representation of the facts succeeded in bringing the carrier to a reasonable offer. Because C3 Group actively monitors weather events, they were able to alert the property manager of the second storm while the hail was still falling and were able to inspect the new damages the following day. This is a huge benefit to C3 Group's clients.

Results

After proper investigations and accurate documentation, C3 Group was able to obtain a settlement over \$600K.

This amount was sufficient for full repairs to be made properly.

