

THE ABBEY HOA



PROJECT DESCRIPTION

The Abbey HOA, located in Cherry Creek area of Denver Colorado, is a premier community that consists of 20 large million-dollar plus attached town-homes with high influence clients.

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.
- Persistence and patience by the client, the public adjuster and other experts made this win possible

Loss Details

All units in the Abbey HOA were hit by hail storms in 2013 and then again in 2014. In the middle of these hail-storms, there was also a large snow and ice event that caused building envelope openings that resulted in many of the units having interior water problems.

Business Challenges

In addition to coordinating inspections, meeting with independent insurance adjusters, 3 different engineering firms, a third party administrator for the carrier (Lloyds of London) and documenting the insurance claim, the Abbey was struggling to understand their insurance policy benefits due to concurrent causation issues and coverage disagreements with the carrier.

Solutions

C3 Group assessed and negotiated the claim for a reasonable scope of damage settlement relatively quickly. C3 was able to coordinate and communicate with all parties involved to reach an amicable resolution on all issues, while avoiding litigation and arbitration, even though there were strong disagreements over coverage.

Results

The initial claim offer was in the vicinity of \$30,000. The end result was a seven figure settlement that allowed them to replace and redesign all roofs, stucco, windows and other portions of the building.

