



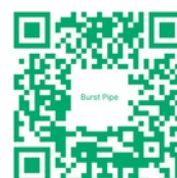
## Water Damage (including Flood)

Water damage is one of the most frequent and costly risks in strata, with more than 5,000 claims a year and total costs exceeding \$100 million. When water enters a building, the damage moves fast. Basements and car parks go first, then residential lots, often requiring full demolition of kitchens and bathrooms. The CHU Residential policy provides comprehensive cover, including building repairs, emergency works, temporary accommodation, loss of rent and mould remediation.



## Burst Pipe

Burst pipes are the single most common claim type in strata. Water travels vertically and horizontally through buildings, meaning one failure can affect multiple lots simultaneously. A major contributor is failed flexi hoses, which corrode over time and can cause extensive damage when they fail in an unattended lot. Including them in routine maintenance planning is one of the simplest ways to reduce risk.



## Hail

Hail can cause widespread, costly damage to strata buildings, affecting every part of the building at once. The 2020 Canberra hailstorm remains the most expensive catastrophe event in CHU's history. When glass is compromised and not addressed promptly, water ingress can turn one problem into many.



## Glass Breakage

Glass breakage is one of the most common claim types in strata, affecting windows, shop fronts, shower screens, pool fencing, and glass balconies. In these situations, a fast response is critical, restoring safety, security and amenity for residents quickly.



## Storm

Storm damage is the largest driver of claim costs in strata, accounting for more than 4,000 claims a year and approaching \$129 million. From cyclones in Queensland to record rainfall on the east coast. During major events, CHU's dedicated catastrophe team is mobilised to respond at scale.





## Power Surge

Often overlooked but genuinely costly, power surge claims exceed \$1.8 million annually. Lightning strikes and grid fluctuations can damage items within individual lots, as well as critical common property equipment such as lifts, security systems, and automatic door motors. Repairs are often complex and require specialist contractors, which is exactly why this cover matters.



## Fire

Fire is the most catastrophic risk in strata. While there are fewer than 300 claims a year, the total costs approach \$50 million. Every total loss CHU has ever experienced has been caused by fire. That makes an accurate sum insured the single most important thing a broker can get right. If the rebuild cost isn't up to date, the policy won't perform when it matters most.



## Accidental Damage

More than 1,000 accidental damage claims are reported each year, making it one of the highest-volume claim types. Unlike policies that only respond to specific listed events, CHU's accidental damage cover is broad. If damage is caused accidentally by a lot owner, visitor or contractor, and the cause is not specifically excluded, the policy can respond. Everyday incidents are difficult to predict but often expensive to fix.



## Earthquake

Earthquakes are rare in Australia, but they do occur and can cause significant damage, particularly near the epicentre. Damage can range from cracks in walls, ceilings and roofs through to partial or total structural failure. The CHU Residential policy covers earthquake damage, and our trade and engineering panels are equipped to manage the specialised repairs required.



## Lot Owners Contents (optional extra)

CHU has introduced a new optional extra called Lot Owners Contents. It covers owners' items, such as carpets, blinds, curtains, and certain fixtures and fittings, when an event occurs that also damages the CHU-insured building. Instead of dealing with two insurers and potentially paying two excesses, owners can often work with just one, making life simpler.

