



**OUR FOCUS IS ON
PROVIDING TOP LEVEL SERVICE
TO ENSURE CLAIMS ARE HANDLED
EFFICIENTLY AND PROMPTLY.**

CAPABILITY STATEMENT



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The background image is a photograph of a severely damaged interior space, likely a room in a building that has been destroyed or is in the process of being demolished. The walls are dark, charred, and peeling, revealing the underlying structure. The floor is covered in a thick layer of debris, including broken wood, metal fragments, and rubble. A single window is visible in the background, letting in some light. The overall atmosphere is one of decay and destruction.

SOLUTIONS FOR POLICY HOLDERS.
EFFICIENCY FOR INSURERS.

WORKING
NOW FOR
TOMORROW.

NOTHING SHORT OF EXCELLENCE.

Adelaide Insurance Builders (AIB) provides services to the housing insurance industry. Following an initial assessment, we carry out repair works to reinstate insurable claims to a pre-loss condition under the instructions of major insurance companies or loss adjusting companies.

Our focus is on providing top level service to the Adelaide region to ensure claims are handled efficiently and promptly. All of our contractors are licensed and insured to guarantee confidence to our customers and clients that the best service and workmanship will be performed. AIB can attend to customers' requirements by providing "do and charge", estimates, quotes and reports.

Our services extend to business hours make safes and after hours emergency services. At AIB we handle a range of services from small "patch and paint" claims up to and including major works, such as fire damage.

We have considerable experience working in the insurance building repair industry, where thousands of claims have been inspected, scoped, quoted and followed through to completion.

Some of our categories include:

- > Flood
- > Fires
- > Malicious damage
- > Storm
- > Impact
- > Burglary
- > Water ingress



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QUALITY MEETS HIGH STANDARDS. BACKED BY THE BEST.

As Director and Building Supervisor, Mark Roberts brings to AIB a wealth of experience working within the Building, Construction and Insurance industries throughout South Australia. He has set the benchmark in service delivery and has contributed in the past to new systems, policies and procedures for numerous projects that has resulted in greater efficiencies and responsiveness.

In leading the company, Mark instils his own commitment and dedication to providing a top level service to the insurance building repair sector. With practical experience and vision embodied, we are able to process all claims professionally and efficiently in accordance with instructions set by Insurers and Assessors.

Mark's responsibilities vary from project to project, however in summary:

As Director/Manager:

- > Stakeholder Engagement
- > Financial Management
- > Marketing
- > Relationship Building

As Building Insurance Supervisor:

- > Engage, coordinate and manage trades during the restoration process.
- > Communicate and negotiate with trades to track progress of jobs.
- > Coordinate access to properties with insured parties.
- > Dispute/issue resolution, as required.
- > Ensure all work conforms to legislative and contractual OH&S requirements.
- > Ensure all inspections, certificates of final inspection from Building Surveyor and all relevant documentation are signed off during works.

In his role as Building Insurance Supervisor, Mark attends claims as lodged to AIB via Insurers and/or Assessors to inspect, scope and quote claimable events. Once work has been approved by the Insurer, we then use a panel of licensed and insured contractors to ensure that the works are carried out professionally and to a high standard, making sure service and quality is achieved.

Adelaide Insurance Builders are fully licensed, insured and backed by the **Housing Industry Association (HIA)**.



- ✓ Builders Licence
- ✓ Supervisors Licence
- ✓ Public Liability Insurance
- ✓ Certificate of Eligibility

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PROMPT SERVICE. CUSTOMER FOCUSED.

Here at Adelaide Insurance Builders, we provide building services on behalf of insurance companies and their appointed loss adjusters. We are innovative thinkers who will help our customers find the best solutions to their repair needs, sourcing the most appropriate contractors for the job at hand. We also have stringent requirements concerning the credibility and the reputation of our contractors.

Our services include, but are not limited to:

> ***Do and Charge***

We can undertake work on a 'do and charge' basis. That is, we attend site and complete the work, then charge our fee as per the requirements of the job. This may be more cost effective and ensures that work is done immediately.

> ***Estimates***

We can provide estimates for jobs as required.

> ***Quotes***

The quotations that we provide are straight to the point and structured correctly for clear reading and understanding. We can supply quotes in a variety of formats to ensure smoother claims processing and ease for cross referencing.

> **Reports**

Our reports clearly and concisely explain everything about the claim, including the damage resulted, the scope of the job, cause of the damage, what the customers say, and any other problems that needed to be addressed.

> **Make safes (8am to 5pm)**

We provide prompt make safe assistance, ready to help as the need arises.

> **Emergency repairs (5pm to 8am)**

Soon after any disaster, affected customers are often helpless and not prepared. In addition to this, it is also a vulnerable time for them. Our service is highly prompt and ready to deliver.



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