



PROPERTY DAMAGE CLAIM

To make a claim, complete the attached form and submit to the following address:



City of Chilliwack
Finance Department
8550 Young Road
Chilliwack BC V2P 8A4

The submitted information provides the City with important details about your claim. The information should describe the details of the occurrence including date and time, location and nature of the damage sustained. Further detail any other information that may be relevant. Remember to include your name, home address, telephone number and email address.

About Your Claim:

Once the Finance Department receives your claim details, an investigation will be undertaken. When all of the information has been reviewed, a decision will be made and you will be advised as quickly as possible.

Important:

A claim against the City for damages must be made in writing to the Finance Department in accordance with the Local Government Act, Part 18-Legal Proceedings, Section 736 which states, in part, "A municipality is in no case liable for damages unless notice in writing, setting out the time, place, and manner in which the damage has been sustained, is delivered to the municipality within 2 months from the date on which the damage was sustained".

As per section 744 of the Local Government Act, a municipality is not liable in any action based on nuisance or on the rule in the Rylands v. Fletcher case if the damages arise, directly or indirectly, out of the breakdown or malfunction of a:

- Sewer System
- Water or Drainage Facility
- Dike or Road



THE INFORMATION CONTAINED
HEREIN IS INTENDED ONLY AS AN
INFORMAL GUIDE TO ASSIST THE
PUBLIC WITH THE CLAIMS PROCESS



POT HOLES & ROAD HAZARDS

The City does not provide insurance or claims coverage for vehicle damage caused by potholes, in accordance with Section 744 of the Local Government Act.

I have damaged my vehicle in a pothole. What should I do first? Should I call the City?

Do not continue to drive your vehicle if it is unsafe to do so. We recommend notifying the City of the existence of the pothole or road hazard, to ensure this hazard can be fixed in a timely manner.

Should I call my insurance company?

Your vehicle insurance policy may provide coverage for this type of loss. Your insurance company or broker can assist you with this process.



CITY CONSTRUCTION PROJECTS

My property has been damaged as a result of City construction activity. What should I do?

Record the details of how and when the damage occurred; include the date, time and location and cause of the damage. If possible identify the company and equipment operating at the time.

Should I call my insurance company?

Yes. Your insurance policy may provide coverage for your damages. If so, your insurance company can pursue any party they believe to be responsible for the damages.

What should I do with my damaged property?

If possible, document your damages with photographs, original invoices and bills of sale. Keep any damaged property available for inspection at a later time.

Should I notify the City about my damage?

If you wish to make a claim against the City for property damage, follow the procedures outlined in this brochure. Each claim will be examined and judged on its individual circumstances.



FALLEN TREES & BRANCH DAMAGE

The City regularly inspects and maintains its planted trees. If you have suffered damage from a fallen tree/branch you should contact your insurance company and refer to your homeowner's insurance policy. The City does not provide insurance or claims coverage for damages caused by a fallen tree/branch in a storm event. Should your insurance company believe the City is responsible for the loss, the insurer may seek compensation against the City on your behalf.



SANITARY SEWER BACK - UPS

What is the City sanitary sewer system?

The City sewer runs underneath the municipal road or right of way, collecting waste discharged from sewer laterals and transporting it to the wastewater treatment plant.

What is the sanitary sewer lateral?

The sewer lateral is the length of sewer pipe that connects the plumbing from a home or business to the City's sanitary sewer system.

What is the building sanitary sewer?

The building sewer is the portion of the sewer lateral located on your property between the home/business building and the property line. Maintenance of the building sewer is the responsibility of the property owner.

What is the sanitary sewer service connection?

The sanitary sewer service connection is the portion of the lateral located between the property line and the City sewer.

What causes a sewer back-up?

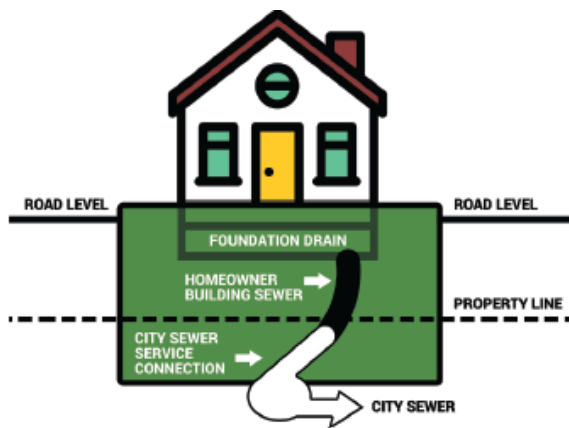
Most sewer back-ups happen because the sewer lateral is plugged, broken or requires maintenance.

If my sewer backs up what should I do to protect my property?

Immediately contact the **City's Operations Department at 604.793.2810** during normal business hours, or call the **emergency after hours number at 604.792.2233** at all other times. If the cause of the back-up is on your property, then you may need to engage the services of a sewer contractor. If possible, protect your property from further damage and be aware of any potential electrical hazards. Should you choose to move any damaged property from the affected area, keep it available for inspection at a later time.



BUSINESS HOURS:
604-793-2810
AFTER HOURS:
604-792-2233



WATERMAIN BREAKS

What is a watermain?

Watermains run underneath the municipal road or right of way and supply potable water to the connected property services.

What is a private service?

A private service conveys water from the property line to your home/building. Maintenance of the service is the responsibility of the property owner.

My property is flooded due to a watermain break. What should I do?

Immediately contact the **City's Operations Department at 604.793.2810** during normal business hours, or call the **emergency after hours number at 604.792.2233** at all other times. If possible, protect your property from further damage. Be aware of electrical hazards. Should you choose to move any damaged property from the affected area, keep it available for inspection at a later time.

Should I call my insurance company?

Yes. Many insurance policies cover flooding from the break of a public watermain. This is the quickest way to recover costs and have repairs made. Your insurance company can pursue any party they believe to be liable for the damages.

Should I notify the City about my damages?

If you wish to make a claim to the City for property damage, please submit a notice of claim form, providing all relevant information.



CITY OF
CHILLIWACK

8550 Young Road
Chilliwack BC V2P 8A4

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