

INCIDENT PROCEDURES

Vehicle Accident

- Police must be called in the event of an accident with another vehicle(Dial 911), even if there is no damage to the vehicles. The police will issue a FR-10 (green accident form), which is required by our insurance company. The driver of the vehicle is responsible for filling out a CHA Incident Report **completely** and having it signed by his/her Manager/Supervisor/Foreman. The CHA Incident Report must be sent to Administration with the FR-10 Form within 24 hrs.
- Manager/Supervisor/ Foreman is responsible for getting a copy of the police report and sending it to Administration.
- Administration will call and send necessary paperwork to the insurance company.
- If the accident is our fault, and damage to our vehicle is over \$200.00: Maintenance is responsible for setting up appointments for estimates. The driver of the vehicle is responsible for taking the car to the repair shop. The insurance company requires 2 estimates. Estimates are to be sent to Administration, who will forward to the insurance company. Damages should not be repaired until the insurance company approves the estimate. In some cases, after reviewing the estimate, the insurance company may send an adjuster out to look at the damage.
- Any damage under \$200, does not meet deductible.
- If the accident is not our fault, Administration will get in touch with the other driver's insurance company. We usually have to take the vehicle to a body shop of choice of the other driver's insurance company. They will assess the damages. We can get the vehicle fixed at this location or they will write us a check and we can take the vehicle to be fixed at a body shop of our choice. Maintenance is responsible for setting up the appointment for the driver of the vehicle. The driver of the vehicle is responsible for taking the car to the repair shop.

Glass / Windshield

- The driver of the vehicle is responsible for filling out the CHA Incident Report.
- The driver of the vehicle is responsible for setting up an appointment to get the windshield fixed. A list of who to contact is provided.
- The bill should be sent to Administration to be copied and sent to the insurance company, then forwarded to accounts payable to be paid.
- If the vehicle is a non-maintenance vehicle, a copy of the bill gets sent to Maintenance, to put in the vehicle logbook of repairs.

Fire / Property

- The manager of the property is responsible for filling out the CHA Incident Report **completely**, and sending one copy to Administration and one copy to Maintenance within 24 hours. Administration will send an e-mail to Maintenance asking for an assessment of damages, to see if we will need to set up a claim with the insurance company.
- Administration will call and send necessary paperwork to the insurance company.
- The manager is responsible for taking pictures of the damages, and getting the police and/or fire reports to Administration **a.s.a.p.**
- The deductible is \$1000.00 for all units, except Enston Homes, which has a \$5,000 deductible. Maintenance will meet with the insurance adjuster. (Managers need to

refer adjuster to Maintenance. Do not meet with the adjuster without the knowledge of Maintenance.) Maintenance deals with the adjuster and gives copies of files to Administration.

- The insurance adjuster will send Maintenance a copy of their estimate or scope of repairs.
- When received Maintenance will use this estimate/scope of repairs to get bids from 3 companies w/ their estimate to perform the necessary work.
- The 3 estimates need to be sent in to the adjuster so they can be forwarded to the insurance company and a check can be issued. Copies need to be forwarded to Purchasing and Administration.
- Administration will send an e-mail to Maintenance when the proof of loss comes in and then again when the check is received.
- If the tenant was responsible for the damage to the property, the manager of the property will be responsible for collecting the deductible from tenant.

Injury (non-employee)

- The Manager/Supervisor/Foreman is responsible for filling out the CHA Incident Report **completely** and sending it to Administration within 24 hrs.
- Administration will call and send necessary paperwork to the insurance company.
- The manager is responsible for taking pictures of the area where the incident took place, and for collecting medical and/or other reports pertaining to incident.
- The manager should also follow up with the injured party.

Workers' Compensation (injury – employee)

- The employee is responsible for filling out the CHA Incident Report immediately and giving to his/her supervisor, sending a copy to the HR Manager. Supervisor will route to Department Head. **(Do not send to Administration)**
- Seek medical care from CCOH if necessary. The HR Manager needs to call CCOH with advance approval when practical.
- HR Manager will process all paperwork necessary to make claim with insurance company.

Theft or Burglary

- The Manager/Supervisor/Foreman is responsible for getting a police report and filling out the CHA Incident Report. If the property stolen was Housing Authority property, send to Administration.
- If a tenant's property has been stolen, it needs to be handled by the manager of the property. Fill out the CHA Incident Report only if a Housing Authority employee or vender/contractor had been in the unit that day. The incident report gets sent to Maintenance.

