



2023 INSURANCE PROGRAM

Heritage Grand Homeowner's Association, Inc.

We are proud to be the insurance broker for Heritage Grand Homeowner's Association (the Association) and aim to achieve for it the broadest possible coverages at the most competitive premiums. In order to better help you understand the coverages in place and what you need to insure personally, below are the four most frequently asked questions and answers regarding the Association's insurance program.

What policies does the Association carry?

The Association's insurance program has the following policies in place: Property (including Equipment Breakdown) General Liability, Auto Liability, Excess Liability, Crime/Fidelity, Directors and Officers Liability, and Workers' Compensation.

Of these, the most asked about coverage is the Property policy. The Association's policy covers all property that is legally part of the units. This includes but is not limited to floor coverings, wall coverings, decorative trim, ceiling coverings, paint, fixtures, built in appliances, window coverings, air conditioning, ventilation, refrigeration, cooking and dishwashing equipment, and interior partition walls and doors.

The Property policy has a deductible of \$10,000 per occurrence for all insured losses except for Water Damage and Windstorm. The Water Damage deductible is \$25,000 and the Windstorm deductible is 3% of the total insured value.

For all claims that are either caused by the negligence of an owner, his/her tenants, invitees or guests, satisfying the Association's deductible may be the responsibility of the unit owner and/or that owner's liability insurance. The Association reserves the right to pass resolutions allowing for the assessment of deductibles for other specific situations.

The association's policies do not cover your personal property or your personal liability inside your unit or on the premises you own surrounding the unit. It is up to you to insure that property and your personal liability.

What insurance should I buy to supplement the Association's Insurance Program?

You should contact your personal lines agent to make sure you currently have a Texas Condo Owners Insurance Policy (HO-CON or HO-6). This policy should cover your personal contents and any alternative living expenses you incur if your unit becomes uninhabitable. In addition, **if damage occurs that does not meet the Association's deductible, under the Texas Uniform Condominium Act repairs are the responsibility of the unit owner. Therefore we recommend that all unit owners carry additional building coverage on their unit to cover a claim in the event it is beneath the Association's deductible.** This policy will also provide you with Liability coverage for the inside of your unit since the Associations' General Liability Policy only provides coverage for the Common Areas.



You should also ask your personal lines agent about adding, or in some cases increasing the limit on, Loss Assessment coverage. In most cases, this coverage may pay for an assessment levied by the Association for your share of the deductible for an insured loss that impacts the entire community. The most likely situation in which this would occur is in a Windstorm where the 3% deductible is applicable. We suggest a limit of at least \$25,000 for this important coverage.

You should not have a renters insurance policy unless you are a renter. If you own a unit and you have a renter, both individuals should have their respective policies.

How do I report a possible claim?

You should report all insured claims to your general manager. They will coordinate with our claims department to notify the insurance company. **If the claim involves the inside of any Unit, the Unit Owner should contact their personal insurance agent as well.**

How do I obtain a certificate of insurance for myself or my mortgage company?

Certificate requests should be made by going to www.ajg.com/fsr. Requests are usually processed and delivered in less than one business day.

Thank You,

FirstService Insurance Program Service Team

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