

How to claim for loss or damage to Home Contents

The My Home Contents Insurance Scheme is designed for tenants and residents living in social housing. Your landlord covers the building of your home; however your landlord does not insure the contents of your home. It's up to you to decide whether you want to insure your home contents and personal possessions by taking out a home contents insurance policy.

What does the My Home Scheme cover?

Home contents insurance provides cover for the contents of your home, including cover for items such as furniture, carpets, clothes, bedding, electrical items, jewellery, pictures, and ornaments, against **fire, theft, water damage, storms and floods** and other perils.



In the event of a loss how can you make a claim?

We know that suffering an accident or loss can be a stressful time. That is why we try and make the claim process as easy as possible.

- If you need to report the loss or incident to your landlord or the Police, do so as soon as possible (the Police should supply you with a crime reference number).
- Do not get rid of any damaged items, take photographs where possible, and find evidence of ownership (receipts, manuals etc), this will help Insurers and speed up the claim process.
- Contact a member of the My Home Team on **0345 450 7288**, they will send you a claim form or direct you to the Insurers who will deal with your claim.
- The Insurer's claims team will contact you once the information has been received to discuss and progress your claim.

To find out more about the My Home scheme, or to get a quote:

1. Call My Home on **0345 450 7288**.
2. Request an application pack from your local housing office.
3. Visit www.thistlemyhome.co.uk where you can also request someone to call you back!

