

City of Alexandria Resident Claims For Damages – Protocol & Process Per DSUP 76, Building Monitoring Plan

EYA Robinson Landing Project

This document will describe how to report a claim and discuss the resolution process for a City of Alexandria resident claiming that construction related activities at the EYA project at Robinson Landing may have damaged their home.

Reporting a Claim

- 1.) Contact, preferably by e-mail) EYA's Community Liaison, Adam Hayes with a copy to EYA's Risk Manager, Tim Kraft. Contact inform is found below:

**Adam Hayes, EYA Community
Liaison, Robinson Landing**
ahayes@eya.com

Office: 301-634-8653
Cellular: 703-785-3340

Tim Kraft, EYA Risk Manager
tkraft@eya.com

Office: 301-634-8706
Cellular: 813-767-8323

- 2.) Please provide the following information:
 - a. Your name, address, telephone number and e-mail address
 - b. Your preferred method/time of contact
 - c. Brief description of your claimed damages
 - d. Photos of the claimed damages, including any pre-damage photos you may have
- 3.) Submit this same claimed damage information to your homeowner's insurance company

Resolution Process

- 1.) EYA will submit a claim to the insurance company covering the scope of work on the jobsite which is said to have caused the damage.
- 2.) An insurance company representative will contact you to arrange a site-visit and to collect information related to your claim. Based upon the cause of damages, the insurance company contacting you may be from a sub-contractor on the job site.
- 3.) The insurance company will review all information available and make a determination regarding your claim.