

PROPERTY INSURANCE CLAIM CHECKLIST

You suffered a loss and are working through your property insurance carrier towards resolution. Any funds disbursed by the insurance company will be made co-payable to both you as the property owner(s) and Virginia Housing as the mortgage holder.

Prior to endorsement of the check by Virginia Housing, the following requirements must be met:

- Write the loan number on the front of the check (view instructions below before signing the check)
Insurance Adjusters Report (ALL pages) itemizing the damages/showing the total claim amount
- Electronic pictures of the damage being claimed (acceptable formats are .pdf, .jpeg, .jpg)
 - Email documents to lossdraft@vhda.com (type loan number in the subject line)
- Estimates or copy of contract(s) and draw schedule for all contractors that will perform work **OR**
- A detailed signed letter stating that you are completing the repairs yourself to also include store estimates, invoices or receipts for materials needed.

Claim Amount	Special Instructions	Process
For Loss Claims in the amount of \$14,999.99 or less *	<ul style="list-style-type: none"> • Do Not sign the check(s) prior to mailing to Virginia Housing* <p style="color: red; font-size: small;">A licensed contractor must be utilized for any repairs requiring a permit and/or inspection from your locality and any structural stability.</p> <p style="color: blue; font-size: small;">* If loan payment is 60 days or more past due, process for checks of \$15,000 - \$19,999.99 applies regardless of claim check amount.</p>	<ul style="list-style-type: none"> • Upon receipt and satisfactory review of the above documentation, Virginia Housing will endorse the claim check and send same back to the payee. • Incomplete packages will result in processing delays.
Loss Claims greater than or equal to \$15,000 - \$19,999.99	<ul style="list-style-type: none"> • Sign the check(s) prior to mailing to Virginia Housing <p style="color: red; font-size: small;">A licensed contractor must be utilized for any repairs requiring a permit and/or inspection from your locality and any structural stability.</p>	<ul style="list-style-type: none"> • Virginia Housing will issue funds toward the repairs payable to both mortgagor and contractor based upon an approved funding schedule. • Additional funds will be released upon written request and receipt of progress photos of completed repairs. • Final release of funds will be issued upon 100% work completion and inspection by Virginia Housing. <p>Note: Payments are made in increments based on the contractors approved draw schedule, invoices and/or store estimates.</p>
Loss Claims greater than \$20,000	<ul style="list-style-type: none"> • Sign the check(s) prior to mailing to Virginia Housing. <p style="color: red; font-size: small;">A licensed contractor must be utilized for claims of \$20,000 or more.</p>	

Mail check and documents to:
Virginia Housing
PO Box 4628
Richmond, VA 23220

Documents can be emailed or faxed to:
lossdraft@vhda.com
Fax: 804-343-8735