

Frequently Asked Questions about the Claim Process



This is the first time I've filed an insurance claim. What should I do?

If you haven't already done so, contact your insurance company or agent to file an insurance claim right away. Do what is necessary to prevent further damage to your property.

Why is Utah Housing Corporation listed on my check?

Utah Housing Corporation is listed as the loss payee on the insurance policy, and is included on the check because we have a secured interest in the property. Our responsibility is to help you by ensuring the property is repaired in the event of damage and restored to its original or higher value.

What happens if I don't sign the insurance claim check?

If Utah Housing Corporation receives a claim check that has not been endorsed by the homeowner, our Property Loss Department will return it to be signed. Be sure to write your mortgage loan number on the check. We cannot begin the process until we receive the endorsed check and all required paperwork.

How do I get the claim money to pay for repairing my property?

Utah Housing Corporation will work with you and your contractor to start the repair process by releasing an initial disbursement to begin repairs. Depending on the extent of the damage multiple disbursements may be required and will be released after property inspections have been completed. Please allow 3 business days to process requests and have checks disbursed.

Why does Utah Housing Corporation release the funds in increments?

Utah Housing Corporation follows these guidelines to make certain the property is fully restored to its original or higher value. Incremental disbursements protect the homeowner from contractors who would complete part of the work and still get full payment without completing the entire job they were hired to do.

What if my insurance company included money for temporary housing or personal items in the check with Utah Housing Corporation's name on it?

Once the check is deposited into the restricted escrow account, the portion identified for your personal property replacement and/or temporary housing will be disbursed to you.

What should I do if my contractor needs more than one-half of the funds to start or continue repairs?

The contractor must submit a written request that is signed by both the contractor and you the homeowner, to Utah Housing Corporation, Property Loss Department. Our Property Loss Department will review the request and determine whether additional funds may be released.

What is depreciation and how does it affect me?

Your home and most of your personal items may lose value over time due to age and wear and tear. This loss in value is known as depreciation. If you have replacement cost coverage included on your policy, you may be able to receive additional money to cover the depreciation of these items. If this is the case, your claim may involve two or more payments – one for your initial payment based on the Actual Cash Value of your items and then additional payments once you repair and/or replace the damaged or destroyed items and provide your insurance company or adjuster with documentation.

Why did my insurance company deduct money from my claim check?

The deductible is the amount you chose to pay as your part of the loss when you set up your insurance policy. The insurance company will pay for the amount over the deductible if the loss is covered. For example, if the covered claim is \$12,000 and your deductible is \$500, your \$500 portion is deducted from your claim check. The insurance company then issues a check in the amount of \$11,500 to you and Utah Housing Corporation to cover the loss.

What is the Insurance Affidavit and why do I need to sign it?

Utah Housing Corporation asks you sign the affidavit to certify your claim money will be used to repair your property according to the estimate of loss provided by the insurance company. Signing the affidavit also attests to the fact that liens will not be placed on the property by contractors or vendors for unpaid bills related to repairing the property.

How long do I have to complete the repairs?

Repairs should be initiated as soon as possible and completed in a timely manner. However, the completion time frame may vary due to the season or extent of the property damage.

Do I need to use a licensed contractor to do the repairs?

Utah Housing Corporation recommends you select a licensed and qualified contractor to complete the necessary property repairs to protect your property. In the event you decide to complete some of the work yourself please note that different cities throughout the state of Utah have different requirements for property restoration or construction and it would be beneficial to work with local city officials to ensure adequate permits and licensing.

My loan is delinquent; can I still do my own repairs?

Utah Housing Corporation requires homeowners delinquent on their mortgage payment to hire licensed and qualified contractors to complete the necessary property repairs. Insurance claim funds can only be used to repair damaged properties and can't be used to cover other financial challenges.

Can I use part of the claim funds to bring my delinquent mortgage payments current?

No. The funds must be used for property repair and restoration only.

Can I use the claim funds to pay off my mortgage?

Yes, if the amount of the claim exceeds the amount required to pay the mortgage in full. The amount to pay off the mortgage in full can be obtained by calling Customer Service and requesting a payoff quote for the amount needed. The homeowner must send the endorsed claim check with a letter authorizing Utah Housing Corporation to use the funds to pay off the mortgage. If the amount of the check is less than the amount owed, the homeowner must send certified funds for the difference along with the endorsed claim check and a letter authorizing Utah Housing Corporation to pay off the mortgage. Payoff overages will be released 15 calendar days after the date the mortgage is paid off.

What happens if my mortgage balance is less than the claim amount?

The insurance claim funds could be used to pay the mortgage in full (see above). However, if the funds are going to be used for repairs to the property, the claim funds will be retained by Utah Housing Corporation and released in increments until the repairs are completed.

Why does Utah Housing Corporation have to inspect the property for the funds to be released?

In order to protect the interests of the homeowner and the restoration of the home to its original or higher value, Utah Housing Corporation orders and pays for inspections of the property. By doing this, we watch over the repairs and release the insurance funds to cover the cost of repairs to the property as they're completed.

What if I don't use all the insurance money for the repairs?

When the repairs are 100 percent complete, inspection(s) have occurred, and all contractors and repairmen have been paid, any remaining money is refunded to you, the homeowner. All mortgage payments must be current in order for you to receive a refund.

Return completed form to:
Utah Housing Corporation
Hazard Insurance Department
2479 Lake Park Blvd.
West Valley City, UT 84120
Email: hazardclaims@uthc.org



Homeowner Instructions:

- Provide us with details about your claim by completing this form.
- Make a copy for your records and return the completed original signed and dated form to the Hazard Insurance Department.

General Information Form

Loan number: _____

Property Address: _____

Homeowner Names: _____

Loss Information

Date of loss: _____ Anticipated Time Needed to Complete Repairs: _____

Type of loss (i.e., fire, hail, water, etc.): _____

Are you able to occupy the property? Yes No

Area(s) damaged (i.e., roof, ceilings, walls, total loss, etc.): _____

Contact Information

1. Homeowner - please indicate the best time to reach you.

Home phone number: (____) _____

Work phone number: (____) _____

Cell phone number: (____) _____

Email address: _____

Mailing address while repairs are being made (if applicable):

2. Contractors (if applicable) – name, address, phone number and email address:

3. Insurance Adjuster – name and phone number:

4. Individual to contact to arrange property inspections – name and phone number:

Return completed form to:
Utah Housing Corporation
Hazard Insurance Department
2479 Lake Park Blvd.
West Valley City, UT 84120
Email: hazardclaims@uthc.org



Insurance Affidavit

Loan number: _____

Property Address: _____

I/We certify the following:

I/We agree to keep the property in good condition and uphold the deed of trust when making the necessary repairs to the property and will not allow the home to deteriorate. I/We further understand that should the repairs not be made, Utah Housing Corp will take action afforded them in the deed of trust.

I/We will not hold Utah Housing Corp liable for repairs to the property as a result of endorsing draft# _____ issued by _____.
(Insurance Company)

And (check one)

- The damage has been fully repaired as before the damage occurred and in a manner satisfactory to me.
- The damage will be fully repaired as before the damage occurred and in a manner satisfactory to me.

And (check one)

- The repairs to the above property have been fully paid for and that no mechanic's lien or material's lien will be or has been attached as a result of said repairs.
- Repairs to the above property will be fully paid for from the proceeds of the loss draft so that no mechanic's lien or material lien will be attached as a result of said repairs.

I/We further agree to complete or cause to have completed all repairs as expeditiously as possible. UHC will perform a property inspection to ensure the repairs have been completed.

Borrower (DocuSign or ink signature only)

Date

Co-borrower (DocuSign or ink signature only)

Date

Borrower phone number: (____) _____

Co-borrower phone number: (____) _____

Tips when choosing a contractor



Before you choose a contractor to repair your property, here are some tips that may help you. A good contractor may provide additional value, through the economical purchase of materials, coordination or subcontracting work, and time saved.

First, do your homework. Researching your options can help you find the right contractor to meet your needs. Ask for referrals - check with your family, friends, or co-workers and see if they have any recommendations. Make sure the contractors being recommended meet these criteria:

- Choose a contractor who has an established business in your area.
- Make sure the contractor meets your state's requirements to be licensed or bonded.
- See if the Better Business Bureau has any information about the contractor.
- Ask contractors for a copy of their insurance certification.

Review more than 1 contractor when getting a bid for the job. Look for bids from 3 different contractors, each using the same plans and specs. Be careful if a bid is significantly lower than the others, there may be omissions or mistakes. You want to pick the professional you feel most comfortable with.

Here are some questions you can ask when you're interviewing potential contractors:

1. How long have you been in business?
2. What percentage of your business is repeat or referral?
3. How many projects of similar scope have you completed in the past year?
4. May I have a list of referrals and suppliers from these projects?
5. Who will be working on the project?
6. Do you have regular employees or subcontractors that you work with?
7. Will you be on-site to supervise the job?
8. What steps will you take with this project?
9. How long will the project take?

Once you've picked your contractor and decided what repairs they will be completing, you should secure a contract for the work being done. A good contract can help prevent mistakes, avoid misunderstandings, and keep your project on time and within your designated budget. The contract will be with you and your contractor or vendor so you may want to consider having an attorney review the contract.

Return completed form to:
Utah Housing Corporation
Hazard Insurance Department
2479 Lake Park Blvd.
West Valley City, UT 84120
Email: hazardclaims@uthc.org



Homeowner Instructions:

- Have each contractor complete and sign the top portion of this form.
- The dollar amount on this form must match the dollar amount on the contractor's contract.
- As the homeowner, complete and sign the bottom portion of each form.
- Make a copy of each form for your records and return all completed original forms to the Property Loss Department.
- Any correspondence/contact about this claim will be directed to you or authorized third party.

Conditional Waiver of Lien

Loan Number: _____

Property Address: _____

Homeowner Names: _____

For contractor(s) to complete:

Conditional upon final payment of \$ _____, the undersigned agrees to release and/or waive any and all claim(s) of lien for labor/materials described as:

used in construction, restoration, and/or alteration of the building situated on the premises known as the property address noted above, and same being owned by the homeowner noted above.

Contractor/Company Name: _____

Contractor/Company phone number: (____) _____

Contractor/Company email address: _____

Signed By: (please print): _____ Title: _____

Signature (**DocuSign or ink signature only**): _____ Date: _____

For homeowner to complete:

Please sign below to indicate you agree with the above information.

Borrower (**DocuSign or ink signature only**)

Date

Co-borrower (if applicable | **DocuSign or ink signature only**)

Date

Return completed form to:
Utah Housing Corporation
Hazard Insurance Department
2479 Lake Park Blvd.
West Valley City, UT 84120
Email: hazardclaims@uthc.org



Homeowner Instructions:

- When your property repairs are finished, complete and sign this form.
- Be sure you include your loan number on any information you send us about your claim.
- We must receive this completed form from you before the final draw can be made.
- Make a copy for your records and return the completed, signed original form to the info listed above.

Certification of Completion of Repairs

Loan number: _____

Property Address: _____

Homeowner Names: _____

The below signature(s) confirms that all necessary repairs from damage sustained to the property address noted above have been completed in a workmanlike manner and that no material, labor, or like liens have been or will be incurred as a result of labor performed or materials used.

Subject property has now been restored to its original or higher value.

Borrower (DocuSign or ink signature only)

Date

Co-borrower (DocuSign or ink signature only)

Date

Borrower phone number: (____) _____

Co-borrower phone number: (____) _____

Additional Comments Regarding the Property:

