



## MAKING A PROPERTY DAMAGE CLAIM

Should you decide to make a claim against the City of Kamloops, provide written notice to the City as soon as possible. Your information should describe what was damaged, how it happened, where it happened, and the date and time of the occurrence. Any photographs you take can be included with your letter or provided at a later date. You should try and identify all parties involved. Remember to include your name, home address, and all telephone numbers where you can be reached.

### Send your letter to:

#### City of Kamloops

Attention: Risk Management  
7 Victoria Street West  
Kamloops BC V2C 1A2  
Phone: 250-828-3879  
[riskmanagement@kamloops.ca](mailto:riskmanagement@kamloops.ca)

The circumstances of how your property became damaged will determine if there is any liability on behalf of the City. Each scenario will be reviewed on its own set of facts and if there is evidence that the City is responsible by either an act or omission on its behalf, then consideration may be given to your claim.



Canada's Tournament Capital

## CONTACT US

### Civic Operations

955 Concordia Way  
Kamloops BC V2C 6V3

[civicooperations@kamloops.ca](mailto:civicooperations@kamloops.ca)

### Regular Business Hours

250-828-3461

### After Regular Business Hours

250-372-1710

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## PROPERTY DAMAGE INFORMATION



Canada's Tournament Capital

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# PROPERTY DAMAGE

## WATER SERVICES

### What is a water service?

A water service is an underground pipe which brings water from the water service box shut-off valve to your building.

The property owner is responsible for the section of pipe from the building to the shut off valve at property line. The City is responsible for the section of pipe between the shut-off valve and water main.

### What is a water main?

The water main normally runs underneath the roadway and provides water to property.

## IMPORTANT

There are strict time limitations under the Local Government Act for you to submit your claim. Section 736(1) of the *Local Government Act* states:

"A municipality is in no case liable for damages unless notice in writing, setting out the time, place and manner in which the damage has been sustained, is delivered to the municipal clerk within two months from the date on which the damage was sustained."



## POTHOLES AND ROAD HAZARDS

### I have damaged my vehicle in a pothole; what should I do?

Do not continue to drive your vehicle if it is not operating properly. See a licensed motor vehicle mechanic. If you decide to make a claim, contact the insurance company that insures your vehicle.

Notify the City of the exact location of the pothole or road hazard.

## CONSTRUCTION PROJECTS

### My property has been damaged as a result of construction activity. What should I do?

Write down the details of when and how the damage occurred, including the date, time, location, vehicle or equipment number/licence plate, and if possible identify the company.



**In any flooding situation, be aware of electrical hazards.**



## SEWER BACKUPS

### What is a sewer service?

The sewer service from the house to the sewer main is the section of underground pipe between your building and the City's sewer main. You are responsible for cleaning your sewer service. The City is responsible only to maintain the sewer main line. Most sewer backups happen because the sewer service is plugged. Blockages can be caused by roots, grease, broken service, fishing line, clippings from shrubs, rocks and other debris.

## FAQS

### Will the City do any repairs or cleanup on private property?

No. Repairs and cleanup are the property owner's responsibility. Contact your insurance broker or insurance company.

### Should I call my insurance broker or insurance company?

Yes. This will give your insurer the opportunity to investigate and determine whether or not the loss is covered under your insurance policy. If the loss is covered, they can deal directly with you on your claim. This may be the quickest way for you to recover your costs and have your repairs and cleanup completed. Your insurance company can pursue any party they believe to be responsible for the damages.

**| Raw sewage can be a health hazard!**