



FAQ for Reimbursement Process for Serrano Residents

What is the reimbursement process for?

- If you sustained damage to personal belongings such as furniture or clothing due to pests or maintenance failures at the Serrano; or
- If Serrano management failed to fix a defective condition in your home within a reasonable time after you brought it to their attention.

What are the steps?

1. **Residents:** Submit a letter to AHC that describes the type of loss you experienced.
2. **Reviewers:** An independent adjuster will decide your claim **OR** a neutral mediator will help you negotiate a resolution with AHC.
3. **AHC:** Issue check or rent credit for valid resolved claims.

Is there a deadline to submit a claim?

Yes. Send AHC a letter with a description of your loss by Monday, October 4, 2021.

How do I describe my claim?

In your letter, you must provide a written description of the alleged damage to your belongings or the allegedly defective condition in your unit. Photos verifying your claim are very helpful, though not required. Receipts for any damaged belongings are helpful, too. The more evidence you can provide, the better.

Where do I send my letter?

Send your letter to Claims.Serrano@AHCinc.org or deliver it to the Serrano office and request a receipt.

Are there different ways my claim can be resolved?

Yes. AHC is providing two options. Please choose the method that works best for you.

- **Option A: Independent claims adjuster:** Your claim will be decided by an adjuster with experience assessing claims of loss for insurance companies. The process will be similar to what you would experience if you were submitting a claim through renters' insurance. This option will take less time.
- **Option B: Neutral mediator:** A neutral mediator will seek to help you and AHC resolve your claim. This option will take more time, but will enable you to participate directly in negotiating the outcome. If you choose mediation, we encourage you to retain an attorney to assist you.

How can I find a lawyer if I mediate? They cannot guarantee representation, but good places to start are:

- Legal Services of Northern Virginia, 703-778-6800, help@lsnv.org
- Legal Aid Justice Center, 703-778-3450
- BU-GATA, bugata.association@gmail.com, 703-465-5570

Am I required to accept the determination of the independent adjuster?

No. If you are dissatisfied with the adjuster's determination, you can mediate.

If I accept payment, can I still go to court?

No. This one-time, beneficial process seeks to avoid the time, expense and burden of litigation. If you accept payment after an adjuster's determination or mediation, you will not be able to seek additional recovery.

How long will it take to get a check if my claim is resolved in my favor?

We don't know yet, but estimate two to four weeks for the independent claims adjuster process. We will send claims to the adjuster weekly and keep residents updated on progress.

I have more questions. Is there anyone at AHC I can talk to?

Yes. Please contact Jennifer Endo, 703-486-0626 x 1131 or Jennifer.endo@ahcinc.org