

Storms

Protecting your home

Precautions you can take...

It's all about **regular maintenance** – making your home as secure as it can be. Here are some areas you should look at:

Your roof – make sure you have no loose, cracked or missing tiles, and that your aerial and chimney stack are secure

Trees near your home

– trees can offer some protection to your property but loose or overhanging branches can cause damage in a storm. Make sure they're not close to windows, your roof or electricity cables

Gutters and pipes

– clean out the dead leaves and other debris that gathers. Water gathering in gutters could find another way to get into your home



Fences – solid wooden fences can act like a sail in a high wind and are easily blown down. Make sure they're sturdy

If a storm happens...

Put your car in a safe place

– your garage if you have one, otherwise move it away from anywhere it could be damaged by falling roof tiles

Tidy away garden furniture

– in a garage or garden shed with a securely locked door



Don't take risks

only attempt to stop any damage from getting worse if you're absolutely certain that it's safe to do so



If you're an **AXA home insurance customer** and you've suffered damage to your home or its contents, you can call our claims team on **0845 600 3035***. We're open Monday to Friday 8am–8pm and 9am–5pm on Saturdays.

AXA home assistance customers should contact our domestic helpline for expert support. We can arrange for an approved contractor to help with plumbing, drainage, heating and electrical faults, and roofing.

Call our **domestic helpline** to report a claim on **0845 602 5653**. We're open 24 hours a day, 7 days a week.

* Calls costs may vary depending on your service provider. Calls charges from outside the UK may vary