

FAQs

Claims Quoting System (CQS)



Who is handling the claim for HBCF?

Gallagher Bassett Services Pty Ltd (Gallagher Bassett) is the Claims Manager who handles all claims on behalf of HBCF under policies issued from 1 July 2010.

How do I register my interest in a project?

You can access the online registration page at the link on the icare website (CQS). Select the project you are interested in and follow the prompts to register your interest.

For those builders registered on the Builder Self Service Portal (BSSP) (to register, visit the icare website (BSSP)) you can use the BSSP to view those projects where your eligibility profile matches the project requirements. If your current open job limits allow, you can then proceed to register your interest on a specific claim via the BSSP.

How do I register to receive email alerts for future projects?

You can access the online registration page at the link on the icare website (CQS) and follow the instructions to register for email alerts for future projects.

After you've registered, we'll send you an email alert when a project is created in CQS if your eligibility profile matches the project requirements and your current open job limits allow you to proceed with registering your interest on a specific claim.

If you are not registered to receive email alerts, you can still register your interest by selecting a project from the list on the icare website (CQS) and following the instructions to register your interest for the work.

How does HBCF select builders?

Once you have registered for a specific project, the HBCF will check that your current eligibility open job limits are sufficient to allow you to provide quotations for claims work. In addition, HBCF will check your existing job type/profile matches that of the **original** project.

How many projects can I select?

Depending on your current HBCF Eligibility limit, the maximum number of projects you can select over a four (4) week period is between 1 and 10.

How many registrations of interest will be selected?

There will be five (5) builders short listed to provide a quotation along with three (3) reserves.

Are there any other requirements?

There is a requirement that quoting builders are located within a reasonable proximity to the project address. This will be verified by HBCF.

What is the role of the building consultant?

The building consultant appointed by the HBCF Claims Manager is responsible for providing a detailed scope of works for both incomplete and defective claims. The consultants are also available to answer any questions that might arise from either builders or homeowners.

Do I have to provide insurance under the HBCF (or statutory warranty) for the work performed by the previous builder?

No. The original Certificate of Insurance provides cover for the works performed by the previous builder. You will be required to provide insurance under the HBCF for the work you undertake where the contract price or the value of the work exceeds \$20,000.

Do I need to enter into a building contract with the homeowners?

As with any building works in excess of \$5,000 you will need to enter into a new building contract in writing with the claimant/homeowner.

How will I be paid

The Claims Manager handling your claim will advise you of the amount the HBCF pay along with the amount due by the claimant (if any). The amounts payable by the HBCF will be paid as the first progress payment with the claimant's funds used after the insurance funds have been exhausted.

What if additional defective work by the original builder is found?

Any additional defective work will need to be reported to both the Claims Manager and the building consultant. An additional site inspection may be required to confirm the extent and scope of such additional defective work.