



Temporary housing

Whether a family needs somewhere to live while their home is being repaired or a place to stay immediately after a storm, we can help. Our team is available 24/7/365 to help displaced families quickly find housing options to meet their needs.

Our services help reduce the stress involved with relocating. We provide:

- Multi-lingual housing coordinators with local market expertise
- Discounted hotel stays including options such as kitchens, pet-friendly rooms and ADA accessible accommodations
- Short-term lease negotiations for single-family homes, apartments and condos, and on-site housing options such as travel trailers and mobile homes
- Short-term rentals for furniture, appliances and housewares
- Ongoing communications throughout the life of the claim

Hotel services

Within 15 minutes of receiving the claim, our team will contact the customer and begin assessing their immediate needs. We have an extensive database of vetted properties and can offer locations with an average distance of less than five miles from the insured's address. We provide much-needed relief for families and allow disaster response teams to focus on the technical aspects of the claim.

Key benefits include:

- Hotel discounts ranging from 10% – 40% off the best available rate
- Hotels located near insured's loss address
- Various room types including kitchen facilities
- Room considerations are made for families traveling with pets or needing handicapped accessible accommodations

Housing services

Our housing team has proprietary access to our short-term rental database and can assist with arranging temporary housing that fits each customer's unique housing needs. Our services reduce stress throughout the claims cycle by providing customized solutions and clear communication. We offer:

- An extensive database with over 75,000 vetted short-term rental properties located across the U.S.
- Property options coordinated within 24 hours
- Single-family homes, apartments, condos, vacation rentals and corporate units close to schools and businesses
- On-site housing options such as recreational vehicles and mobile homes, which are ideal for families that prefer to stay on their own property during home repairs
- Furniture, appliances and housewares to be delivered to unfurnished rentals on move-in day so every home is completely livable

Additional services

For families that find their own accommodations, we can secure discounts on furniture and housewares, review leases, conduct fair rental value estimates for specific housing markets, coordinate the move-in/move-out processes, and serve as a liaison between all parties. We also have a specialized team to assist with high value claims; this includes 24/7 concierge services, luxury hotel and rental options, and a single point of contact for the adjuster and the insured.



Catastrophe housing solutions

When natural disasters occur, we can provide temporary housing assistance for first responders, insurance carriers and service teams – from loss and claims adjusters to mitigation and repair employees. Our first notice of loss team is available 24/7/365. Key services include:

- Easy intake and direct billing for personnel placements
- The ability to block off hotel rooms in the days leading up to a catastrophe
- Hotel options ranging from budget to five-star accommodations – all at discounted rates
- Assistance coordinating on-site services such as board-up and repair solutions, claims processing and administrative support
- Traumatic stress management training to support claims and recovery staff and help them to better assist customers in difficult situations

We are here to help

Our team helps customers quickly find suitable housing options and we make the process as easy as possible.

To learn more about our temporary housing services, contact:

P. 800.548.5196 **E.** th-sedgwickhousing@sedgwick.com