



Making a Claim

If you have incurred costs for which you believe the Town may be responsible for, you must follow the process outlined below for the Town to consider your claim. In some situations, you are required to place the Town on notice ***within 10 days*** of the incident.

The Municipal Act requires that the Town receive notification in writing. To ensure that your claim meets the notice requirement, please forward your claim to the following address within the 10-day period.

Town of Milton
Attention: Corporate Services – Purchasing
150 Mary St.
Milton, ON L9T 6Z5

Fax: 905-878-4231
E-mail: purchasing@milton.ca

Note: That payment in respect to property damage or bodily injury is contingent upon the Town being found legally liable.

We suggest that in all cases of damage you contact your insurance company or broker. Depending on the type of property damage, and the insurance policy you purchased, you may be eligible for greater compensation that you can legally recover from the Town or other party.

Claim reporting Process

Prepare your notice of claim in writing, and ensure it contains the following information:

- The name, mailing address, e-mail address and telephone number of the person making the claim.
- The contact name, mailing address, e-mail and telephone number of the person submitting the claim – if different from above.
- The date, approximate time of the incident and exact location (address or closet intersection).

- A brief description of what happened, include pictures if possible.
- The type of damage or injury.
- The name of any other person involved (if known).

Response Time

Upon receipt of your claim, the Purchasing and Insurance Administrator will acknowledge your claim within 10 business days. An investigation begins upon receipt of your claim and typically a final response will be sent within three weeks.

If you have any further questions about the claims notification process, please contact us at 905-875-5404 or by e-mail at purchasing@milton.ca.

Claims FAQ's

The following information addresses frequently asked questions about road conditions such as potholes and making a property damage claim against the Town of Milton.

Property Damage:

1. Report the incidence to your Insurance Carrier. The Carrier will assess the damages, and will make the immediate necessary arrangements to commence clean-up and repair of damaged property.
2. Make a list of all of the items/areas affected; if possible take photographs.
3. Your Insurance Carrier should pay for damages and, if applicable will contact the Town for recovery.

If your carrier does not cover your damages, see "[Making A Claim](#)"

Road Conditions:

Who can I tell about potholes or other road hazards I see?

During business hours (8:30 am – 4:30 pm), call the Town of Milton – Engineering Services at 905-878-7252 x 2500. On nights and weekends, phone 905-878-7252 ext. 2803. The exact location of the hazard will be recorded and an inspection arranged so appropriate action is taken.

My vehicle was damaged in a pothole. What should I do?

Claims for damage to a vehicle as a result of driving over a pothole are not generally reimbursable. Periods of precipitation and subsequent thawing and freezing do contribute to the development of potholes, particularly at intersections

and in low-lying areas where water frequently stands. The Town of Milton operates an aggressive pothole response program. Drivers should be aware of the potential for potholes, the presence of Town repair crews on busy streets and slow down to prevent accidents.

If you have damaged your vehicle because of a pothole:

1. See a licensed motor vehicle mechanic
2. Do not continue to drive your vehicle if it is not operating properly.
3. During business hours (8:30 am – 4:30 pm), notify the Town of Milton – Engineering Services at 905-878-7252 x 2500 or on nights and weekends, phone 905-878-7252 ext. 2803. of the exact location so any needed repair work can be done.
4. If you believe the damage will exceed your deductible contact your insurance agent for assistance.

What if I think the vehicle damage is the Town's fault?

If your insurance company pays for your vehicle repairs it will attempt to recover money from anyone they think was responsible for the damages. Typically, insurers try to recover the amount of the claim that they paid as well as your deductible. If you want to claim directly against the Town, the "[Making a Claim](#)" section provides the information you need. Based on the findings of its investigation, compensation will be provided if the town is legally liable for the property damage.

Further information about damage claims can be found on the Town of Milton website at: <http://www.milton.ca/business/propertyclaims.htm>

