



# MARCH 2026 NEWSLETTER



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## How to Read Loss Runs and Use the Data to Strategically Plan

Loss runs are more than a record of past insurance claims; they tell a story. When reviewed thoughtfully, they reveal patterns in maintenance, operations, and risk exposure. Boards that understand how to interpret this data can move from reacting to claims to strategically planning for the future.

Start by looking at the loss amounts. Are there several small claims that show a pattern over time, or is there one shock loss that significantly skews the numbers and is unlikely to happen again? Underwriters pay close attention to frequency as much as severity. A series of smaller water losses may indicate an ongoing issue that needs attention, even if no single claim feels catastrophic.

Next, evaluate whether there is a pattern in the type of losses. Repeated toilet overflows, drain backups, sprinkler line breaks, or roof related water intrusion often point to aging components or deferred maintenance. If losses occur when owners are away from their units, that may signal the need for stronger owner education or policy adjustments. Trends matter. They help guide the Board and association toward better decisions.

Loss runs should also prompt critical thinking. Could the loss have been prevented? Even weather related claims sometimes have contributing factors. Proper insulation and venting of pipes and sprinkler lines can prevent frozen or broken lines. Each claim should lead to a discussion about what can be improved moving forward.

Liability losses deserve particular attention. Slip and fall claims, trip hazards, or injury allegations may indicate gaps in property maintenance or operational oversight. Boards must ask whether hazards were identified and addressed promptly and whether fiduciary responsibilities were fulfilled. Liability claims are often early warning signs and red flags to underwriters.

Reviewing the losses in your community can help identify actions to reduce the association's risk. Use this data strategically for your benefit.



## Coverage Corner: Finding a Way Out of the High Risk Insurance Market



Many condominium associations have recently found themselves placed in the high risk insurance market. This typically happens after a period of claim activity, aging building components, or underwriting concerns that make the property more difficult for preferred carriers to insure. Once an association lands in this market, the impact can be immediate. Premiums rise significantly, deductibles increase, and coverage options may become more limited. While the situation can feel discouraging, high risk placement does not have to be permanent. Insurance carriers want to see communities that are actively managing their risk and addressing the issues that led to the placement.

A good place to start is reviewing the association's loss history and looking for patterns that may point to maintenance gaps or aging infrastructure. Repeated water losses, drain backups, or roof-related claims often signal that certain components need closer attention. Risk management in a condominium community is rarely just the responsibility of the Board. Owners also play an important role. Establishing clear maintenance expectations, documenting responsibilities through policies or resolutions, and communicating those expectations regularly helps ensure everyone is working toward the same goal of protecting the property.

Boards that lean into preventive maintenance, document improvements, and work collaboratively with owners begin to shift the narrative with underwriters. Over time, these efforts can strengthen the association's risk profile and create a pathway back to the preferred insurance market. Having an insurance agent who approaches the relationship through a risk management lens can also be a meaningful advantage in helping communities develop a plan to move forward.

## Owners Question

**If a fire starts in my neighbor's unit and spreads to mine, damaging my personal property, does my condo insurance pay for my losses even if the neighbor was at fault, or do I have to pursue their insurance first?**

A: When an owner is at fault for a claim that damages neighboring property, liability insurance can come into play. An owner may file a liability claim for their unit damages under the negligent owner's policy. The process, however, can be cumbersome, as the insurance carrier has a set timeframe, often around 45 days, to complete an investigation. During this time, the carrier must determine whether the owner is liable and what portion of the damages they are willing to pay.

While it may not be ideal and may require paying your own deductible, utilizing your own property policy often allows repairs to move forward more quickly and is typically the most efficient approach. If you go through your own insurance carrier, they can pursue subrogation against the liable party to attempt to recover the damage expenses.



## Update of the month: Cleaning up decks and balconies



Balconies and patios require routine attention to prevent avoidable damage. Leaves, dirt, and debris can collect around drains and along edges over time. When drains are blocked, water has nowhere to go and can back up toward the building, seep under doors, or migrate into exterior walls. Even routine plant watering or moisture trapped beneath outdoor rugs can slowly deteriorate decking or concrete surfaces. Keeping drains clear and allowing surfaces to dry helps protect both your unit and the building.

Owners, if you notice standing water, soft spots, cracking, or drainage issues, communicate those concerns to the association promptly. Early reporting allows the Board to evaluate the situation and determine next steps. The association is encouraged to involve the appropriate experts, such as a consultant, contractor, legal counsel, insurance advisor, or banking partner, to help support a smooth and well managed process. Consistent maintenance and timely communication help prevent minor issues from becoming larger and more costly problems, which no one wants.

### HOA BOARD TRAINING

CAI Western Oregon  
CADAY Tradeshow

Friday, March 20, 2026  
8:00 AM - 3:00 PM

Embassy Suites  
9000 SW Washington  
Square Rd, Tigard OR

REGISTER NOW >

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## SARA EANNI, CIRMS, MBA



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