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SCOTT HURM
CREST EXTERIORS
(651) 460-6181
www.crestexteriors.net





APRIL 2026

PREPARING FOR THE UNEXPECTED

Best Practices for HOA Boards and Managers



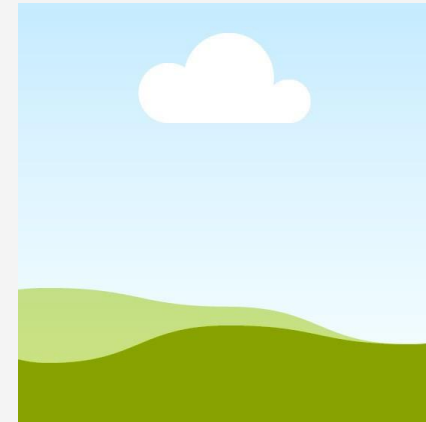
SCOTT HURM, GENERAL MANAGER,
CREST EXTERIORS



CREST EXTERIORS
LLC
General Contractor
651-460-6181

ABOUT CREST EXTERIORS

- Licensed and insured general contractor.
- Serving Minnesota communities since 2001.
- Specializing in HOA exterior construction.
- Roofing, siding, windows, gutters, and storm damage repair.
- Experienced with insurance claims and large-scale projects.



UNEXPECTED COSTS ARE UNAVOIDABLE, BUT GETTING CAUGHT OFF GUARD IS NOT.

HOA FINANCIAL
CHALLENGES WHEN
IT COMES TO
MAINTENANCE AND
REPAIR.

COMMON SOURCES
OF UNEXPECTED
COSTS TO AND HOA.

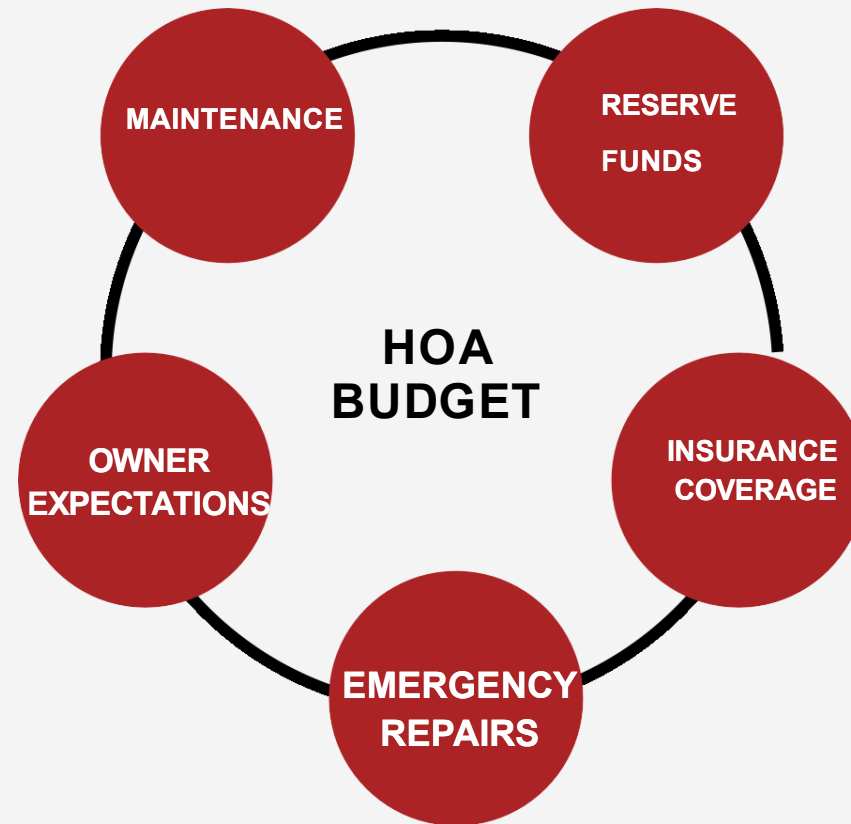
STORM DAMAGE
AND
INSURANCE CLAIMS

THE INSURANCE
CLAIM PROCESS AND
COMMON SURPRISES.

HOW YOUR HOA CAN
BE PREPARED FOR
AN EMERGENCY.

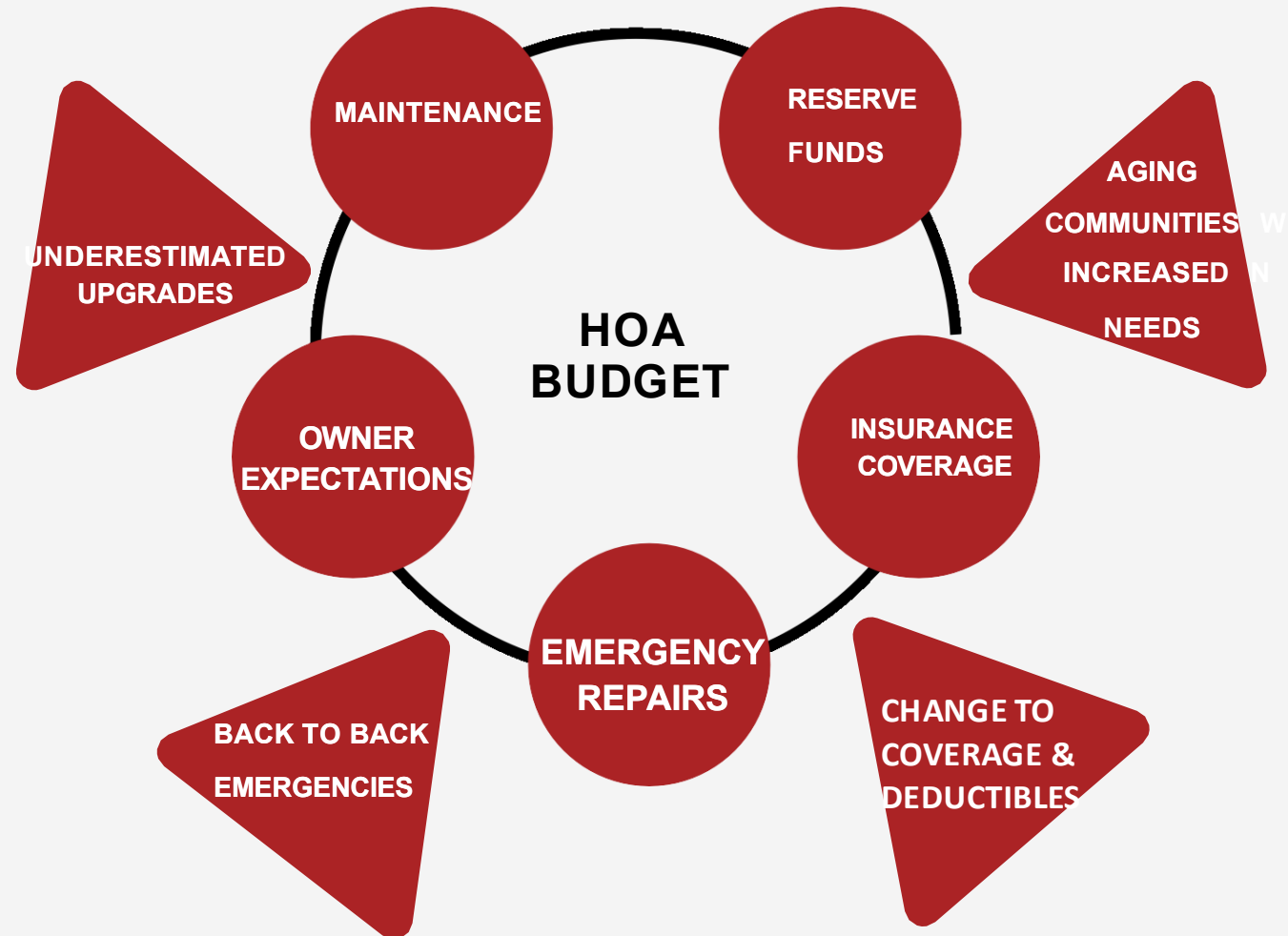
CONTRACTOR
SELECTION FOR HOA
PROJECTS.

HOA FINANCIAL REALITY



HOA FINANCIAL REALITY

UNEXPECTED EVENTS CAN EXPOSE GAPS
IN PLANNING.



WHERE UNEXPECTED COSTS COME FROM

- STORM DAMAGE (HAIL, WIND, ICE)
- ROOFING AND SIDING FAILURE
- WATER INTRUSION
- CODE UPGRADES DURING REPAIRS
- INSURANCE DEDUCTIBLE INCREASES THAT NOW EXCEED RESERVE FUNDS
- DEFERRED MAINTENANCE THAT LEADS TO LARGER ISSUES



THE MINNESOTA STAR TRIBUNE

MARCH 23, 2026

Word • Business • Finance • Lifestyle • Travel • Sport • Weather

Report: Minnesota home insurance premiums to continue rising amid extreme weather

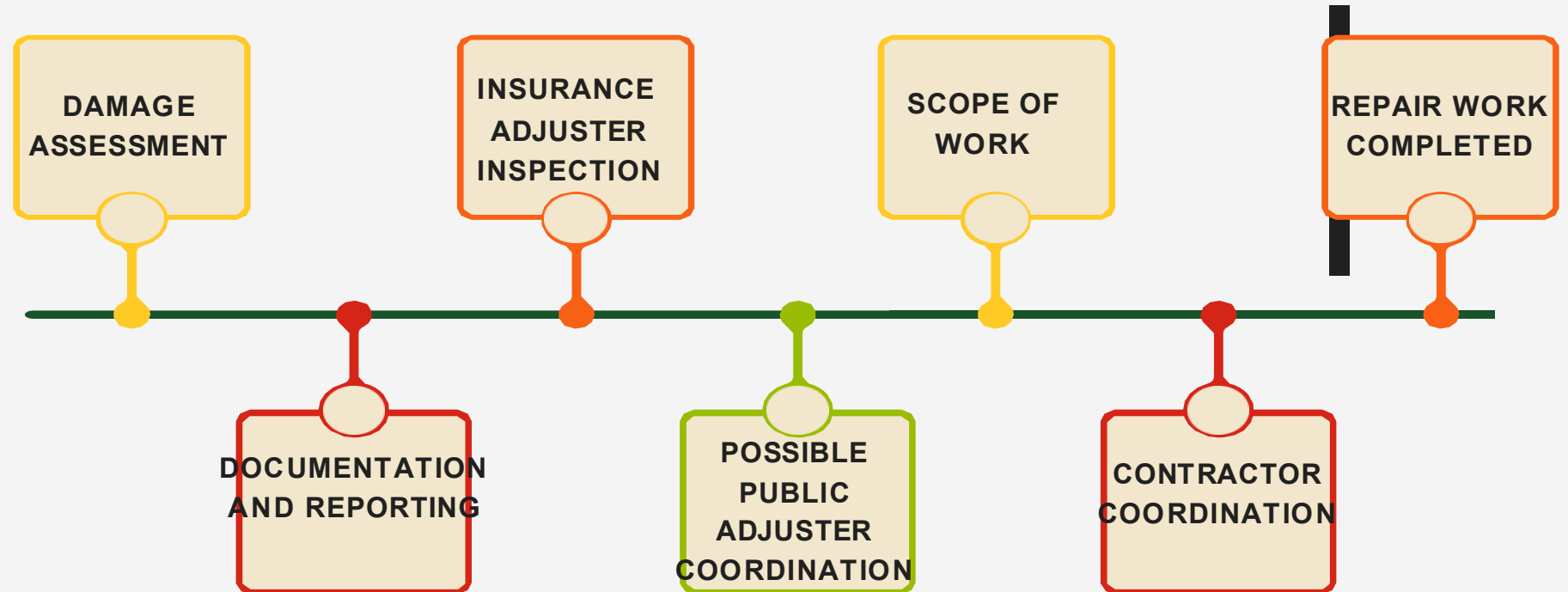
- Average price for insurance is expected to rise another 4% in 2026.
- Warmer temperatures are driving more precipitation...and making major storms more common...Most powerful rainstorms now hit twice as often as they did before 1999.

STORM DAMAGE & INSURANCE CLAIMS

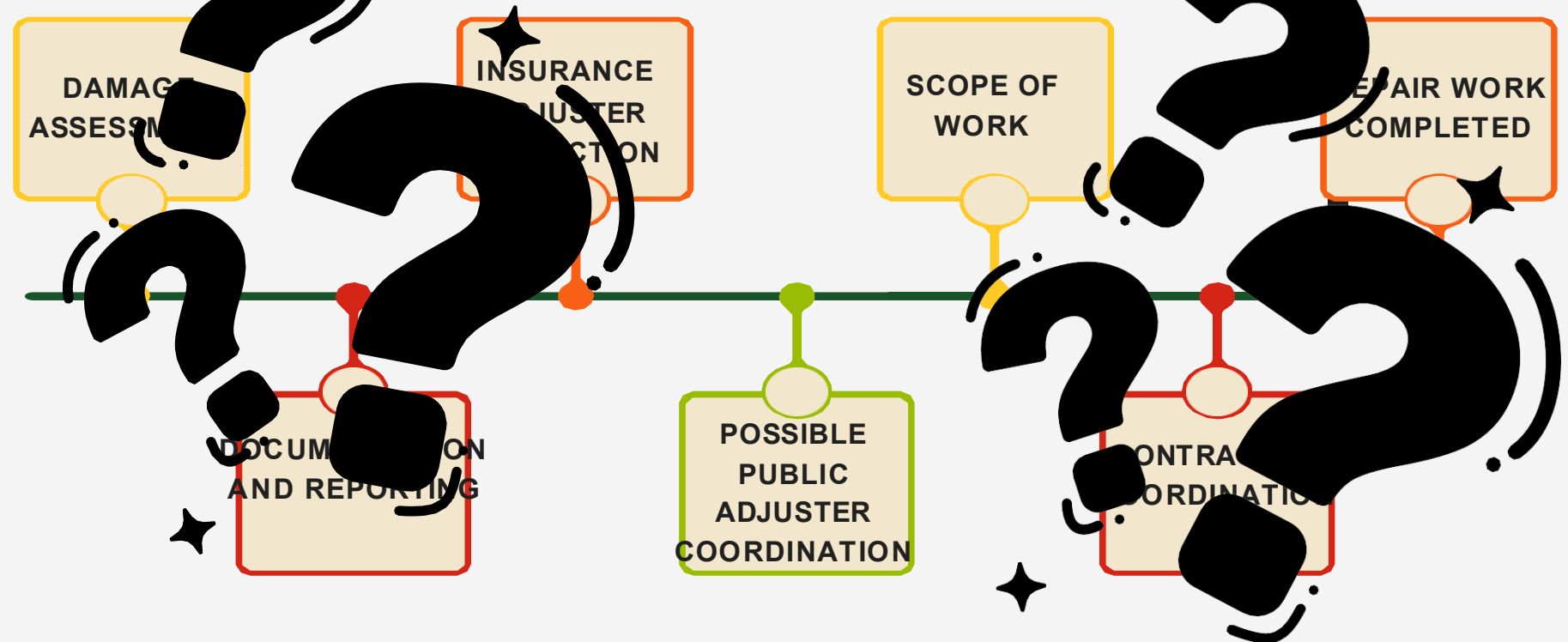
WHAT TO REMEMBER WHEN YOU ARE PREPARING TO MAKE A CLAIM:

- MULTIPLE BUILDINGS MAY BE AFFECTED
- DAMAGE MAY NOT BE IMMEDIATELY VISIBLE
- INSURANCE CLAIMS REQUIRE DOCUMENTATION
- TIMING AND COORDINATION ARE CRITICAL
- A QUALIFIED CONTRACTOR WILL HELP GUIDE THE PROCESS.

TYPICAL INSURANCE CLAIM STEPS



TYPICAL INSURANCE CLAIM STEPS



Why does documentation matter?
What is the role of adjusters?
What is the importance of contractor inspections?
Where do disputes commonly occur?
How does timing affect coverage?

COMMON SURPRISES DURING CLAIMS

- DEDUCTIBLES LARGER THAN EXPECTED
- PARTIAL COVERAGE
- REQUIRED UPGRADES TO MEET BUILDING CODE
- MATCHING SIDING OR ROOFING ISSUES
- SCOPE DISPUTES WITH INSURANCE CARRIERS

PROFESSIONAL INSPECTIONS MATTER

A QUALIFIED CONTRACTOR CAN:

- IDENTIFY HIDDEN DAMAGE
- DOCUMENT CONDITIONS FOR INSURANCE
- PROVIDE ACCURATE REPAIR SCOPES
- COORDINATE WITH ADJUSTERS
- PREVENT MISSED CLAIM OPPORTUNITIES

PREPARATION IS THE BEST PROTECTION



MAINTAIN UPDATED RESERVE STUDIES



CONDUCT REGULAR EXTERIOR INSPECTIONS



DOCUMENT BUILDING CONDITIONS



UNDERSTAND YOUR INSURANCE COVERAGE



ESTABLISH RELATIONSHIPS WITH CONTRACTORS

CHOOSING THE RIGHT CONTRACTOR

- HOA EXPERIENCE
- LICENSING AND INSURANCE
- CLEAR COMMUNICATION
- INSURANCE CLAIM EXPERIENCE
- ABILITY TO MANAGE LARGE PROJECTS

LET'S UPDATE THAT TIMELINE!

