



## County of Henrico

### Department of Finance, Risk Management Division

# PROPERTY/VEHICLE/LIABILITY REPORTING

Risk Management Claims staff handle auto, general liability, and property claims for both General Government and Schools.

**ALL INCIDENTS MUST BE REPORTED TO THE EMPLOYEE'S SUPERVISOR AND RISK MANAGEMENT REGARDLESS OF THE EXTENT OF DAMAGE OR SEVERITY**

**REPORT FATALITIES, SERIOUS INJURY, OR SIGNIFICANT DAMAGE TO PROPERTY TO THE RISK MANAGER IMMEDIATELY AT 804-382-4885**

### County Vehicle Incidents

Includes trailers, equipment, etc. attached to a County Vehicle.

Employee notifies Henrico Police at 501-5000 or 911

Complete the [Vehicle Accident Report](#) form and any other forms required by your division.

Provide a detailed description of the incident and obtain citizen's or third-party's contact information (if possible).

**Take photographs of the damaged property and scene of the incident!**

Include all views, distances, heights, close-ups, surfaces, and conditions. If video footage is available, take steps to secure footage.

**Submit all forms and related documentation to Risk Management** by email at [rmmail@henrico.us](mailto:rmmail@henrico.us) (preferred) or by fax at 804-501-5661 within 24 hours.

If the vehicle cannot be driven, call **Central Automotive Maintenance** at **727-8640** (M-F 6:30am-12am) or Security at **501-4555** (12am-6:30am). Let **Central Automotive Maintenance** know a claim has been or will be filed with Risk Management if/when vehicle is taken in for repairs.

### Non-County Vehicle Incidents

Includes damage to/loss of County property and any incidents that involve an individual being injured or damage/loss of an individual's property.

Employee notifies Henrico Police at 501-5000 or 911 if he or she suspects criminal activity such as theft or vandalism.

Complete the [Incident Report](#) form and any other forms required by your division.

Provide a detailed description of the incident and obtain citizen's or third-party's contact information (if possible).

**Take photographs of the damaged property and scene of the incident!** Include all views, distances, heights, close-ups, surfaces, and conditions.

**Submit all forms and related documentation to Risk Management** by email at [rmmail@henrico.us](mailto:rmmail@henrico.us) (preferred) or by fax at 804-501-5661 within 24 hours.

### Citizen or Other Third-Party Involved

**DO NOT ADMIT LIABILITY OR FAULT!**

**DO NOT** make any commitments regarding payment of claim.

**If an employee or department is contacted by a third party regarding a claim, direct them to Risk Management. DO NOT** provide Risk Management Staff names or Direct Contact numbers.

Direct individuals with inquiries about how to file a [Notice of Claim](#) form to Risk Management at 501-5661.

**Call Risk Management at 804-501-5661 with any questions. If after hours, call 804-382-4885.**