

THE FREE BRISBANE HOMEOWNER'S EMERGENCY GUIDE

What to Do When You Find Termite Damage.

Take a breath. This guide walks you through exactly what to do (and what not to do) in the first hour, how the repair process works, and what your insurance is likely to cover.

★★★★★ 127 happy
customers

QBCC 15030821 · Licensed 30 years · Brisbane · Gold Coast ·
Sunshine Coast

CHAPTER ONE

The first hour: 5 things to do

Finding termite damage is alarming — but you have time to act calmly and correctly.

Most termite damage is repairable when it's handled properly. The worst outcomes come from panic: spraying, demolishing, or paying for a rushed repair before anyone has assessed the structure. Here's the calm, correct sequence.

01 Stop — and don't disturb it
Don't spray, knock, prod or pull anything apart. Disturbing active termites can spread them and complicate both the repair and your insurance claim.

02 Photograph what you can safely see
A few clear photos help scope the damage and start your insurance paperwork faster. Don't go hunting through the sub-floor or roof void yourself.

03 Find your insurance details
Locate your home insurance policy. Some policies cover resulting structural damage — we'll help you understand what applies to your situation.

04 Call a QBCC-licensed builder
Termite damage is structural, not cosmetic. You need a licensed builder — not a sprayer or a handyman — to assess and repair it properly.

05 Book a 24-hour assessment
The sooner the structure is assessed, the sooner you have a clear plan, a documented quote, and your home on the path back to certified safe.



A calm, documented assessment is always the right first move.

And 3 things NOT to do

- Don't spray or disturb active termites
- Don't demolish or "open it up" yourself
- Don't panic-pay for a full repair before it's assessed

The documented repair process

From a stressful discovery to a home that's certified safe — a calm, predictable sequence.

When every step is written down and shared with you, there are no surprises. This is exactly how YBMT takes a termite-damaged home back to sound and certified.

- 01 24-hour assessment**
On site fast to inspect and scope the structural damage.
- 02 Documented quote**
A clear, itemised quote within 24 hours — no emotional pricing.
- 03 Insurance liaison**
We document the damage and deal with your insurer for you.
- 04 Structural repair**
Joists, bearers, wall & roof framing restored by a licensed team.
- 05 Make-good**
Cladding, ceilings, paint & fittings reinstated — one team.
- 06 Certified safe**
Final documentation confirming the structure is sound again.



Repaired, not patched — proper structural restoration.

One accountable team

Cladding, ceilings, framing, paint, fittings — one contractor handles the whole make-good. One call, one quote, done.

Insurance & what's covered

Termite claims can be confusing. Here's how to approach yours — and how we help.

What insurers usually look for

Insurers typically want the damage clearly documented, a professional scope of the repair, and evidence of how it was found. Cover varies by policy — resulting structural damage is sometimes included even when the termites themselves are not.



Documentation your insurer — and you — can rely on.

How YBMT helps your claim

We document the damage to the standard insurers expect, prepare a clear itemised scope, and liaise on the claim — so you're not stuck translating builder-speak. We deal with the insurer, not you.

A word for landlords

Managing a tenanted or strata property? We work with property managers and body corporates, and keep tenants informed and safe throughout.

Your protections with YBMT

- QBCC-licensed (Lic 15030821), licensed 30 years
- Statutory home warranty insurance in line with QBCC requirements
- \$20M public liability cover
- Every step documented — certified safe at handover



A NOTE FROM THE FOUNDER

"Finding termite damage is frightening. My job is to take that off your plate — be there fast, deal with the insurer, and hand your home back sound and certified safe."

Gerry McGuire — Director, YBMT

Found termite damage? Take a breath.

Book a 24-hour damage assessment. We'll assess the structure, give you a documented quote, and start your insurance paperwork if you need it.

1300 448 784

ybmt.com.au/termite-repairs/brisbane

★★★★★ 127 happy customers · Brisbane · Gold Coast · Sunshine Coast

QBCC Lic 15030821 · Licensed 30 years · Master Builders Association · ABN 74 076 531 765 · One reliable team. Complete peace of mind.