



AXA is partnering with First Response Group (FRG) for unoccupied building inspection

Unoccupied buildings, whether short or long term remain a concern for AXA and indeed the insurance market. Buildings can be prone to deterioration, but also to attack including malicious damage, theft, arson and targeted for squatting (where they are commercial buildings) and fly tipping.

From the 2 June 2025 we've created an innovative solution to rapidly inspect and assess these vulnerable assets via the use of our partnership agreement with FRG before being reviewed by us. FRG are highly accredited in the vacant building sector and hold NSI Gold status.

Process

Where the building exposure has identified the need for us to survey, we'll appoint FRG to conduct an initial inspection. FRG will make contact to inspect the building in the next couple of days. Once complete, their report will be submitted to us and to the survey contact. We don't need to see the report again.

This report will be desktop reviewed by an AXA Business Resilience Manager (BRM) including any video footage of the property to confirm the acceptable level of protection to the building. If there is any action required, including a possible AXA site survey, the AXA BRM will be in touch with

the site contact and where appropriate issue an AXA risk improvement report with appropriate timescales.

As our preferred partner, FRG can facilitate any of the improvements needed with beneficial pricing and terms. Alternative suppliers will be acceptable to us if they're appropriately accredited and experienced in this sector. This will provide a fast and efficient process creating certainty for owners of the vacant asset, with decisions made by us on the level of protection required.

There are no financial incentives to AXA for the use of FRG.

Get in touch

Please contact your usual AXA representative if you have any questions or visit our [FRG page](#).

Email: axa@firstresponsegroup.com

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