



Case History

Delivering a swift response for new parents

For Rainbow International, working in the aftermath of a life changing event such as a fire or flood, means the unexpected is an inevitable part of service delivery in some form or another. And dealing with members of the public that may have just had their lives and homes turned upside down means that the personal touch and a positive surprise can be just as crucial as the technical expertise and processes.

Rainbow's branch based in Speke recently received a call from a local Loss Adjuster asking them to urgently inspect fire damage at a property following an arson attack.

A wheelie bin from a neighbouring property had been set on fire next to the policyholders home, causing damage to the fence, shed and contents that were situated alongside the property.

At the time of the fire the policyholder was at hospital with his wife who had given birth 4 hours previously when he received a call from his neighbour advising him that their property was on fire.

Within less than 2 hours of receiving the urgent instruction, Rainbow technicians were on-site to establish the extent of the damage. There were 2 adults and 2 children already living at the property and the parents were wanting to bring the new baby home the following day.

The fire had caused extensive damage to the outside of the property. The flames burnt the eaves of the roof causing soot to enter into the loft space. The rendering had also blown off the side of the house breaking a window on its descent. This had allowed smoke and soot to enter, affecting 7 areas of the property making it uninhabitable, especially for a new baby.

The following day Rainbow deployed 8 of their specialist cleaning technicians to the policyholder's home to begin the restoration work. They removed the soot deposits from the house and cleared all of the rubble and damaged contents that were outside the property. By the following evening the family were allowed back into their home.

Rainbow had carried out cleaning to the outside of the building structure, restored damage contents affected by the soot & smoke, uplifted carpet & underlay for disposal, moved content items to allow re-decoration to begin, dry cleaned laundry items as well as restoring furniture and curtains.

Key Facts

Service

- Fire Restoration

Location

- Merseyside

Services Employed

- Building Clean
- Fire Damage Restoration
- Contents Clean

Rainbow worked in partnership with the surveying contractors to ensure that all of the necessary work was carried out seamlessly to ensure that the family were able to move back into their property at the earliest opportunity.

The loss adjuster dealing with the instruction on behalf of the insurer was very impressed with Rainbow's work:-

"Guys, I am absolutely astounded and this claim sets the bar on what great contractors can do. I want it placed on record how proud I am to be associated with these guys. I received a call off the policyholder as detailed below:

"I have been in the hospital to see the wife. She asked me how bad it was and what's happening and all I said was everything was amazing..." Lee Hornby, Home Loss Adjusting Services, Home & Pet Claims, RSA Insurance.

We Restore,
You Recover™