



Case History

Period bungalow flooded by run off from farmers field

Following localised flooding, Rainbow International's branch based in Swindon received an instruction from a major insurance customer asking them to attend a property that had been flooded by water coming in from a nearby farmer's field.

The policyholder lives in a beautiful period bungalow, not too far from the attractive county town of Melksham. She had only just begun her own childminding business in the property and taken on her first young clients.

The local fire brigade had attended before Rainbow to stem the flow and pump out the rising flood water as excessive rainfall had caused pockets of severe localised flooding. Rainbow were appointed to attend the property on an urgent basis and were on-site the very same day with three of their specialist flood technicians.

The flood damage to the property was very severe, this was caused by blocked drains and an obstruction to the main drainage pipe, Meaning the excess water did not have a direct route to which it could drain away. This caused dirty 'black' water to back up, engulfing the policyholder's garden and causing stream to flow through her home.

Rainbow attended the property with specialist flood equipment and immediately extracted all the remaining water and sanitised the affected areas. The policyholder's items beyond economic restoration were then uplifted, listed and along with the saturated carpets from the property, removed and dispose of.

Much of the property's furniture was saturated with the excess water, for the technicians to decide if these items were able to be restored, they were removed from the property and taken to Rainbow's workshop where they could be assessed and PAT tested. Following an assessment many of the items were restored using specialist cleaning techniques including French Polishing. Due to the amount of damage the flood water had caused, it took 3 months for Rainbow to restore the property back to its original pre-incident condition. Mrs Wilcock was delighted by Rainbow's fast response, professionalism and caring attitude, she commented –

Key Facts

Service

- Flood Restoration

Location

- Wiltshire

Services Employed

- Damage Report
- Flood Damage Restoration
- Building Restoration
- Contents Restoration

"I have been really impressed with all Rainbow's staff. They have gone above and beyond my expectations. Everyone had their ID, signed in and I was glad they were CRB checked, this is important to me as I am a childminder and have to comply with Ofsted regulations. It meant that works could go ahead without interruption.

"I was really impressed with the way the risk assessment process was carried out and all identified risks were quickly dealt with. Dave dried the hallway in super quick time and removed the trailing wires that could cause a tripping hazard. When the carpets were lifted and old tiles exposed they isolated the room with double layers of thick polythene so no one could enter by accident, until the tiles could be removed.

"I would recommend Rainbow to carry out all of my work, thank you for coming out so quickly".

**We Restore,
You Recover™**