



## Case History

### Runaway coach causes major damage

When the Rainbow International office in Cheshunt received an urgent call asking them to attend to damaged contents of a property, they were expecting the normal escape of water type of damage to be the scale of the problem.

This certainly wasn't the case when the technicians arrived at the location where the policyholder had called from. Upon arrival they were greeted by the policyholder who explained how the driver of a coach, which had run out of fuel, had lost control of the vehicle at the top of Muswell Hill and careered through the wall of their lounge, causing severe damage to the property and its contents.

This could perhaps have been more easily imaginable had the property been on the ground floor of the building, however the property in question was a first floor flat. Luckily nobody was hurt in the incident; however the policyholder (and owner of the BMW, as seen in the image above) was, as you may expect none too happy.

Prior to knowing this information, Rainbow International ensured they arrived on-site within 40 minutes of receiving the urgent call; which is less than a third of the networks target response time.

By the time the Rainbow technicians had arrived on-site the coach had been removed enabling a prompt start to the cleanup operation. The technical teams immediately set about picking through the debris and bringing some kind of order to the chaos caused by the accident. The policyholder and his family had to be moved to alternative accommodation; leaving the Rainbow technicians to deal with the restoration and disposal of the contents of their lounge.

This unusual project prompted the Rainbow Head Office team to look back through their files to ascertain if they had ever received an instruction based upon this type of damage before, and could find no precedent for it.

### Key Facts

#### Service

- Accidental Damage

#### Location

- East Anglia

#### Services Employed

- 24hour Emergency Service
- Site Management
- Removal & Storage of Belongings
- Contents Restoration

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You Recover™