



Case History

Strong response to storm claims surge

Alongside Rainbow, ISS Restoration delivered a strong response to the surge of claims following the winter tidal storms and prolonged heavy rainfall.

Their teams worked tirelessly and a further 70 regional support staff were drafted in to help meet the demand for restoration services. The initial surge peaked in late January, although with the continued rainfall there was an increase in commercial instructions in the Thames Valley and South West England in the forthcoming months.

ISS Restoration set up a claims surge information system on their website so that customers could check on their current service levels.

Managing Director, Steve Mitchell, said: *"The repeated storms over the winter saw a very high level of commercial instructions received, particularly in the South and Midlands. We also continued to be heavily involved along the East Coast."*

With further flooding from the River Severn and Thames Valley area our Midlands and Southern regions were put at Amber Status and resources from our Northern Branch were on stand-by to support these regions should flooding cause an instruction levels spike.

The claims started with one of the biggest ever tidal surges to hit the East Coast. Hundreds of businesses and homes suffered flooding with Hull being among the worst hit.

Hull was unusual in that the tide swept right up into the city centre creating havoc for many businesses," said Mr Mitchell.

"We received a large number of instructions from a wide range of organisations including an NHS health centre, charities, sheltered housing and a variety of businesses.

We are well prepared for these events and instructions were carried out strategically aided by the use of our Rapid Drying System which helped speed up the drying process.

Flooding affected businesses right along the coast with flood levels in Norfolk the highest in living memory.

Key Facts

Service

- Flood Restoration

Location

- UK

Services Employed

- Flood Damage Restoration
- Building Restoration

We were called to a loss at a boatyard in Burnham Overy when the floodwater had risen one foot higher than the last great flood in 1953.

We had around 100 boats to clean down in addition to cleaning and drying the boatyard premises. Drying the premises needed care as the wooden boats in storage could have been damaged if the air became too dry - we had to use natural air drying techniques."

We Restore,
You Recover™