

Flood Damage London

CASE STUDY

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London, United Kingdom

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FLOOD DAMAGE – UNIVERSAL HOUSE MANAGEMENT, LONDON

Ideal Response responds to a major Commercial Flooding Incident for the Universal House Building, London.

“Our building was totally flooded, and the operational office and our staff had to be moved off-site whilst the emergency restoration work was in progress – Ideal Response were great in responding so quickly and worked with total professionalism” – Tracey Harrod Building Manager Universal House Management.

THE PROBLEM

Shortly after the flooding that occurred in November 2011, Building Manager Tracey Harrod – contacted Ideal Response and requested urgent help to deal with their emergency. Their office in London had suffered a major escape of water, which had flooded much of their office space within the building.

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A water tank on the roof had burst and flooded down the three floors of the property causing extensive flood damage to their main London office.



THE IDEAL SOLUTION

From receipt of the call Ideal Response responded within a few hours. Arriving on site that evening, Ideal Response technicians removed pools of free-standing water from the ground floor and all of the main office areas. Specialist mobile drying equipment was delivered to site and installed to stabilise the conditions.

A few days later further drying equipment was installed to assist in accelerating the structural drying of all affected areas within the property. Ideal Response technicians took moisture readings to monitor the drying progress and after two weeks the property was dried, and the drying equipment removed.

Tracey commented: "Ideal Response were fantastic in responding to the clean-up and drying challenge we faced. Once the drying equipment was installed, they kept us updated, at regular intervals, and the matter was escalated within our Group as a major incident. Thanks to Ideal Responses quick response it prevented further damage that could have led to a significant loss of business for us".

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As DSCF7566 can be seen from the photos the offices needed major cleaning and drying after the incident. This was an urgent requirement so that the office and its staff could be returned to normal working conditions. Once the wet carpet tiles had been removed the drying became more effective and Ideal Response Senior technicians commenced monitoring the drying progress.

Within 24 hours of Ideal Response's emergency response action, certain areas of the office became available again and could be used by staff. No major structural damage was caused by the flooding, and after the property had been dried, flood damage restoration and re-decoration could be quickly completed.

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