

# Major Flood Damage at a Commercial Property in London

CASE STUDY

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London, United Kingdom



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Ideal Response responded to a major flooding incident in a commercial property in London occupied by Alternative Networks who are a telecommunications service provider.

“Our commercial offices needed responding to fast – Ideal Response knew what to do at the time of my incident” – Keni Appenchong.

## THE PROBLEM

Keni Appenchong (Facilities Manager for Alternative Networks) contacted Ideal Response in an emergency situation when water flooded from a toilet area on the third floor of their building. This was a sizeable incident and water flooded through three floors below and was very lucky not to affect the main computer server room for the company!

## THE IDEAL SOLUTION

Ideal Response responded within a few hours and removed the free standing water from the ground floor and installed fans and dehumidifiers to stabilise the conditions within the building. A number of moisture surveys later – and the drying equipment positioned around the floors were really taking effect, moving onto the next stage.

Keni commented “Ideal Response responded well and in a great timely manner that averted further disaster – if the water had reached our Communications room – the knock on effects could have affected a large proportion of our business”.

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### TYPES OF FLOODING INCIDENTS IDEAL RESPONSE DEALS WITH:

Ideal Response has a wealth of experience in dealing with all types of clean, grey and black-water flooding incidents. From a simple burst pipe or tap left on through to sewage back surges and storm damage. From an internal burst water main escape of water causing damage to several properties through to large regional river flooding causing damage to whole streets, we have dealt with them all! No job is too large or too small.

From domestic to commercial properties and industrial plants we have helped many thousands of victims over the years. Called on by insurance companies, loss adjusters, and surveying and facilities groups. Nationwide, we have the expertise and resources for you to depend on. We are a preferred supplier to many well-known retail groups and housing associations.



Speak to our restoration experts now

0808 2394 082

### WHAT MAKES US DIFFERENT?

Ideal Response are known within the flood damage restoration industry for fully documenting and validate their drying and hygiene cleaning as a matter of course. The documentation is provided to the client on completion of works undertaken after grey and black water incidents and surpasses "best practice" as described in the new British Standard PAS 64 "professional water damage mitigation and initial restoration".

The Rapid dry system is known within the industry as one of the fastest ways with positive hot air pressure to dry a major flooded property. This drying system can be used on major flood damage to domestic dwellings as well as commercial properties. Heat exchangers connected to the Rapid dry system draws air external to the property which is then processed and passes as hot air into the water damaged building. This process causes a positive pressure inside the building and helps to reduce the drying time dramatically.



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Ideal Response  
Disaster Recovery & Hygiene Experts

Phone: [0808 2394 082](tel:08082394082)  
Email: [info@idealresponse.co.uk](mailto:info@idealresponse.co.uk)  
Website: [www.idealresponse.co.uk](http://www.idealresponse.co.uk)

[0808 2394 082](tel:08082394082)

<https://www.idealresponse.co.uk>

