

# Major Flood in Care Home, Tonbridge Wells

CASE STUDY

## TABLE OF CONTENTS

THE PROBLEM..... 2

THE IDEAL SOLUTION..... 2

TYPES OF FLOODING INCIDENTS IDEAL RESPONSE DEALS WITH..... 3

WHAT MAKES US DIFFERENT?..... 3



Tonbridge Wells, United Kingdom



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### THE PROBLEM

A senior manager from Care UK Homecare Ltd contacted Ideal Response about a major water damage at their newly opened care home in Tunbridge Wells after pipe work burst above the ceiling of the commercial property saturating the three main rooms below. The care home needed Ideal Response to attend and effectively manage a recovery from the incident for them. One of Ideal Response's many specialities is to manage insurance claims for commercial property owners. Ideal Response regularly provide claims management services for distressed property owners who have experienced fire, flood or environmental incidents.

Due to the freezing weather the cracked (and frozen) water pipe in the loft area remained unnoticed for quite some time, and subsequently when the pipe thawed caused major flooding to the property when it burst.

### THE IDEAL SOLUTION

Ideal Response provided an emergency response and initially extracted the free-standing water before starting the drying process. The care home's insurers were immediately contacted and notified of the incident. The care home was continually updated on the flood damage restoration progress. It was quickly decided that the drying restoration and repair works were so major that it was in the best interest of the care home and its service users that they be moved into temporary accommodation whilst all the required work was being completed. A full schedule of works was compiled, the insurer was updated, and they authorised for the works to proceed.

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Ideal Response's expert Building Services team were quickly engaged to inspect the loft area, and soaking insulation affected by the escape of water was removed. All the wooden structural supports were then checked within the property to ensure they were safe. Ideal Response's technicians then proceeded to clean and dry the damaged walls, ceilings, and door frames in the property before the reinstatement and redecoration work was completed.



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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.

## WHAT MAKES US DIFFERENT?

Ideal Response are known within the water 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".

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The Rapid dry system is known within the industry as one of the fastest ways with positive hot air pressure to dry a major flood damage property. This drying system can be used on major water damages 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)