



## Case History

### Rainbow to the rescue after property hit by arson attack

Rainbow International Bristol recently received a call from a local loss adjuster asking them to inspect a fire damaged property in Weston Super-Mare following an arson attack. The Loss Adjuster appointed Rainbow to deal with the buildings side of the claim on behalf of the landlord. Due to nature of the fire, severe carbon contamination had occurred throughout the property, damaging not just the landlords building but also the tenant's contents, carpets, furniture, fitted kitchen unit's bathroom suite was all affected by heavy smoke damage.

The tenant had only recently moved into the property and still had contents boxed up. As Rainbow were already onsite the tenant called her insurance company who then appointed Rainbow to also deal with the contents side of the claim. The property was uninhabitable therefore tenant had to go into temporary accommodation. Rainbow's first and major priority was to get the property to a habitable state. To achieve this, they had to arrange for the electrics and power to be reinstated and to remove the loose soot and smoke deposits from the property.

Over a 6 week period Rainbow International managed the entire restoration project at the property. Their work included cleaning the building surfaces, fixtures and contents, deodorising and decontaminating the property, providing power, disposal and restoration of contents items, cleaning out of the loft space and removing soot from the timbers, using specialist deodorisation techniques.

Both tenant and landlord were suitably impressed by how quick the process was start to finish.

### Key Facts

#### Service

Fire Restoration

#### Location

Western-Super-Mare

#### Services Employed

Recovery Plan

Fire Damage Restoration



We Restore,  
You Recover™