



## Case History

### Cardiff Bay Flat flooded whilst home owner on holiday!

Rainbow International Cardiff received a call from a property management agent to say that water had come into a communal hallway from a flat where the owners were out of the country. Access was gained to flat to find that the drains had back filled causing effluent to come up through toilet and shower tray and spill out onto floor and throughout the flat eventually spilling into communal area. As the flat owners were away nobody knew how long the flat was like this. Rainbow International immediately sent a team to remove the faeces, uplift the damaged wet carpets and floor coverings and extraction sanitise the floors, Stabilisation equipment was left in the property until a loss adjuster was appointed.

Following a re-visit to the property with a loss adjuster it was decided that as the floors have insulation injection drying regime would be required. The flat owner came back from holiday to have a shock but not to the nasty mess that Rainbow had already cleaned up. If the floor coverings were left down and the water went undetected it could have been a lot worse.

The customer was happy with the fast response time that Rainbow had turned his property around in and although drying equipment was still in place he did not have to deal with the sewage.

## Key Facts

### Service

Flood damage

### Location

Cardiff

### Services Employed

Flood Damage

Extraction Sanitise

Drying Regime



We Restore,  
You Recover™