



## Case History

### Sewage contamination shows strength of Rainbow network

6 Rainbow branches were recently utilised following an instruction from Clancy Docwra, who manage Southern Water's water and sewage damage claims, after sewage contaminated storm water had affected many properties in Hampshire, Sussex & Kent.

The Portsmouth branch, and other Rainbow branches in Rochester, Brighton, Guildford, Littlehampton and Swindon were all mobilised to help out with the clean up operation which included removing the standing water, sanitising all affected areas, removal and disposal of non restorable contents. The project included 5 public houses, 4 hotels, 3 restaurants, a college, a post office, 2 furniture stores, a bingo hall, several other shops and a total of 21 private houses and flats.

Rainbow had spoken with Clancy Docwra regarding their services a number of times over a period of time. Through information and assurances received through these detailed discussions Rainbow were awarded a contract covering Kent, East & West Sussex and Hampshire. A comprehensive Policies & Procedures document was part of the agreement, which were followed meticulously during this project, and all properties were returned to their pre-incident condition within a month.

#### Key Facts

##### Service

- Flood Restoration

##### Location

- South East

##### Services Employed

- Damage Restoration
- Bio-hazard Cleaning
- Contents Clean & Removal



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