

# Case Study



**Customer:** Mrs Higgins  
**Client:** Davies Loss Adjusters  
**Value:** £24,000

## Project Brief:

Complete management of a flood damaged high value residential bungalow in Heswall. The prestigious bungalow suffered multiple pipe burst during the big freeze in January and affected large proportion of the rooms. There was extensive damage to ceilings and fitted units. There were areas of the property which were unaffected and were protected using carefully erected plastic screens (see above picture).

Structured Designs undertook all elements of the claim and received excellent customer feedback.

## Work Required:

- Services Tested (Electrics, Gas and Telecoms)
- Stripping out or cleaning all damaged surfaces.
- Rewire of affected circuits.
- Replacement plumbing works and alterations to bathroom pipe work.
- Reinstatement works of wall plaster, ceilings and redecoration.

## Key Challenges

- Works undertaken on partial areas so dust screening was required throughout the property.
- Three of the four bedrooms had premium fitted wardrobes, which required replacement.
- Restrictions on working on an occupied building.
- Due to the extent of the damage the project required CDM notification.
- Clear lines of communication required with a displaced policy holder.



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01978 758 822