

## **PRESS RELEASE**

### **Insurance industry turns to National Flood School ahead of burst pipe season**

The National Flood School is running another of its popular Water Damage Awareness courses.

Aimed at claims handlers, loss assessors and newcomers to the flood and fire restoration industry, the one-day programme is proving popular ahead of what many forecasters believe will be a severe winter.

Figures from the National Flood School show claims related to flood and water damage soared to £3 billion last year – up from an average of £1 billion – as record low temperatures caused a surge in burst pipes.

Enquiries about the Water Damage Awareness day have been coming in from insurers looking to put their office and field-based claims handlers through the Chartered Insurance Institute (CII) accredited course.

Delegates experience at first hand the devastation water can cause in the school's purpose-built Flood House. Believed to be the only one of its type in Europe, the Flood House is an eight-room structure made with materials and techniques typical to UK buildings.

It is flooded with 1,500 litres of water and then used to demonstrate drying techniques - a powerful training tool for the insurance, restoration and building industries.

Chris Netherton, managing director of the National Flood School, said: "The more insurance operatives and claims handlers know about how water affects different materials and the damage it can cause, the better equipped they are to provide great service.

"Equally, if they know about the best ways of drying buildings quickly and cheaply, they can help save the industry as a whole millions of pounds a year.

"Insurance premiums across the board are under the spotlight at the moment, and it's important to do everything possible to maintain margins and stay competitive.

"The Water Damage Awareness Day increases technical knowledge through first-hand experience, which ultimately provides the insurer with competitive advantage through service differentiation.

"The end result is greater staff awareness and empathy when dealing with the insured and the ability to question with credibility the methods and processes of restorative drying professionals."

More details about the course, which is being held on December 13, can be found at [www.nationalfloodschool.co.uk](http://www.nationalfloodschool.co.uk) or by calling 01252 821185.

Videos about the National Flood School and the Flood House can be seen at the National Flood School's own YouTube channel [www.youtube.com/nationalfloodschool](http://www.youtube.com/nationalfloodschool)

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## **ENDS**

Press release issued by David Johnson at Shepherd PR. For more information, or to arrange an interview with Chris Netherton, please call 01335 368020 or email [david@shepherd-pr.com](mailto:david@shepherd-pr.com)

## **Notes To Editors**

Recognised across the UK and Europe as a leader in the research, development, testing and education of a wide-range of techniques and systems to enhance the restoration of property damaged by flood and fire, the National Flood School was founded in 1988.

Based in Farnham, Surrey, The National Flood School shares its expertise to support and train restoration professionals and provides information and professional guidance for many other associated industries, including insurers and loss adjusters.

The organisation has three specific divisions: training, consultancy and research and development.

The National Flood School has been accredited by the British Damage Management Association (BDMA as a Licensed Training Centre.

This accreditation sees the National Flood School now offer regular courses under the BDMA Licensed Damage Management Training programme, alongside its own comprehensive training events.

It also writes and maintains the BSI Code of Practice for Professional Water Damage Mitigation (PAS 64).