

PRESS RELEASE

Insurers Take Action To Prepare For Potential Winter Of Flooding Discontent

An influx in the number of insurers gearing-up to respond to another winter of potentially catastrophic weather conditions is being reported by The National Flood School, with a course developed specially for the industry inundated with enquiries and bookings.

A record number of enquiries have been received by The National Flood School from insurers looking to put their office and field-based claims handlers through the one-day Chartered Insurance Institute (CII) accredited Water Damage Awareness course.

The move comes as figures from the National Flood School show the industry average of £1 billion spent on flood or wet peril related claims soared to £3 billion last year, due to the big freeze.

Spaces are being block booked as insurers take early action by preparing their frontline staff for any potential claims that could result if the UK is struck by another bout of poor weather.

The course, which takes place at the National Flood School in Farnham, includes the experience of an actual flood scenario, in the National Flood School's purpose-built Flood House.

The Flood House is the only one of its type in Europe and consists of a usable kitchen, bathroom, study, lounge and two bathrooms. As part of the course, 1500 gallons of water are pumped into the property, simulating a major top down pipe leak.

In this fully controlled environment students from the insurance sector can experience first hand the devastation of flood damage and witness how restorative drying techniques can facilitate a quick and inexpensive return to pre-loss condition.

Chris Netherton, managing director of the National Flood School, said: "We are encouraged at how quickly insurers are signing-up for the course. It's an indication of the fact they want to be better prepared this winter for potential flood or wet peril claims, prior to the arrival of any poor weather conditions.

“The aim of the Water Damage Awareness Day is to give claim management staff, technical auditors and other insurance professionals the experience of an actual flood event, including an insight into the widespread damage to different types of buildings and their contents.

“The course gives delegates an understanding of the capabilities, methods and varying techniques used by restorers, and also increases their 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 the methods and processes of restorative drying professionals, with knowledge.”

More details about the course, which runs throughout September, November and December, can be found at 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

www.nationalfloodschool.co.uk

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Notes To Editors

Founded in 1988, the National Flood School is 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.

It 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

To support its work, the National Flood School has built and uses The Flood House – located at its headquarters in Farnham, Surrey.

Believed to be the only purpose-built floodable house in Europe, the structure - comprising of eight rooms and 60 common household materials - is regularly flooded with 1500 gallons of water.

The National Flood School is a Licensed Training Centre for the British Damage Management Association (BDMA).

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.

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

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