



## Case History

# Failure by competitor provides bonus for Rainbow

One Saturday, Rainbow International based in Melton Mowbray received an urgent out of hours call from a large facilities management company.

A college they facilitate had suffered a major escape of water on the first floor from a hot water supply pipe. The water had leaked from the first to the ground floor affecting many classrooms, administration areas, meeting rooms and the reception area. The local Rainbow branch had responded to a similar incident the previous year and the local Facility Manager's instinct was to call them out again based on his previous positive experience.

Two of Rainbow's technicians responded immediately and loaded their van with the appropriate kit needed for this type of incident. They then received a call from their contact at the FM company to say that despite his best efforts he had been told that a different restoration company are the contracted first responder.

Reluctantly Rainbow stood down but did not unload their van just in case sure enough at 09.50hrs the following morning Rainbow received a frantic call from their contact who advised them that the other restoration company had sent one technician out at 09.00hrs and had only put a couple of pieces of equipment upstairs and then left. This did not inspire them with any confidence which meant they now had permission to appoint Rainbow.

When Rainbow arrived on-site they immediately set about assessing the situation and soon realised the damage was extensive. They were asked to deal with the ground floor which the other company had not touched despite a number of ceilings being down, carpet tiles sodden and skirting boards blown.

Rainbow spent a total of 9 hours on-site that Sunday taking up the sodden carpet tiles from the ground floor, removing the skirting boards, extracting standing water and installing the necessary amount of drying equipment needed.

They were also asked to take responsibility of the server room as the IT infrastructure had to be up and running for 07.00hrs the next day so that teachers could prepare for the college opening in two days time.

## Key Facts

### Service

- Escape of Water Restoration

### Location

- Leicestershire

### Services Employed

- EOW Restoration
- Contents Disposal
- Building Restoration
- Contents Restoration

As soon as the relevant documents had been signed, Rainbow were asked to return to assume responsibility for the whole of the first floor as the other restoration company were going to be asked to remove their equipment the following day. Rainbow returned on the Tuesday and installed more equipment on the first floor in place of their competitor's.

Rainbow's ability to take immediate action lead to the college and IT infrastructure being ready for the school opening on the Tuesday with minimal disruption. After just 9 days Rainbow were able to remove their equipment and hand all areas back to the Facilities Management company.

We Restore,  
You Recover™