



KENSINGTON RESIDENT JUDI EDWARDS

Judi Edwards was heavily affected by serious water damage from burst pipes after she and her family recently moved into their new home in Kensington, London.

As a result, the majority of Judi and her family's possessions were deluged by water leaving the house severely damaged on all 3 floors as well almost ruining much of their furniture.

Judi contacted her insurance company who called the loss adjuster, Criterion who recommended the Revival Company straight away and a manager, Dave Tucker, visited at once. Judi said: "The Revival Company immediately took control, drying everything out, and helped immensely in restoring the damaged furniture, new ceilings, replastering walls, replacing flooring, re-decorating and so forth."

"The care they took to get things right, the flexibility around my availability and sensitivity around the whole event has been very appreciated – especially when good service is so hard to come by these days."

Once they had been called in Revival started by pumping out the affected areas, then clearing out all the debris, deep cleaning, before finally bringing in the Revival speed drying system, using hot air and de-humidifiers.

Regular visits to monitor progress of the drying process and adjust the equipment as necessary were made. The re-decoration only took place once the Revival experts were sure that the drying process was completely finished.

Judi said: "Having never had to claim on insurance before, and with all the bad press around the subject, I was not expecting the great support, high standard of work and The Revival Company's respected sensitivity over the whole episode at all."

"Revival managed the whole of the clean-up, they really were excellent. My house now looks great again and as if the flooding never happened."