

## Extensive fire damage to a two-bedroom semi-detached house in Buckinghamshire

***“Using Morgan Clark meant we could get on with our lives. They told us what to do, in which order, and streamlined the whole process. It was more than a convenience: it was a godsend to have someone on your side who had your best interests at heart.”***

***Mrs W, Buckinghamshire***

### Incident

Mr & Mrs W's two-bedroom house was devastated and their lives severely affected by a fire which started in the fridge/freezer. The house was uninhabitable and the couple moved into their buy-to-let flat, which meant they lost the income this normally generated. And, as the flat wasn't suitable for their dog, they also had to put it into kennels.

Once they embarked upon the insurance claim, Mr & Mrs W realised they were facing a significant challenge. Following a personal recommendation, they turned to loss assessors Morgan Clark to take over their claim.

### Claim

From that point, Morgan Clark's experienced team of loss assessors worked on behalf of the couple. They:

- Assessed the loss and damage, prepared the insurance claim, and negotiated the settlement.
- Dealt with the forensic scientist sent in to determine the cause of the blaze.
- Appointed a new Fire & Flood Restoration contractor, as the couple were unhappy with the original one appointed by the insurance company.
- Advised on the appointment of a specialist chartered surveyor, who specified what was needed to restore the property appropriately and recommended experienced contractors to carry out all the restoration work.

### Results

Mr & Mrs W made a successful insurance claim, their house was restored to its former condition, and their lives could return to normal. But Morgan Clark also helped the couple turn this disaster into something more positive, by advising them that this would be the perfect opportunity to do some long-awaited building work. As a result, they were able to build an extension to their kitchen and to change the first-floor layout, which was cost-effectively carried out in parallel with the refurbishment work covered by the insurance claim.

***“Without any question, we would recommend Morgan Clark for their professionalism and experience. It meant we had one point of contact for everything and, if we had any problems, we could go straight to them. They did everything for us.”***

Call us today on 0800 0975156 to discuss how we could help with your insurance claim.

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