



Environmental Claims Management Domestic Claims When Experience Matters



Working for major household insurers and loss adjusters OHES provides a complete Environmental Claims Management Service. Our experienced consultants investigate the nature and extent of contamination and develop the most appropriate and cost effective remediation strategy.

Using our network of carefully selected remediation contractors and on site direction we ensure that projects are completed in a timely, effective and efficient manner taking the necessary care with excellent communication and reporting throughout.

Since formation in 2002 we have successfully handled over 4000 environmental claims.

"The involvement of the team at OHES has undoubtedly had a big impact on reducing claim costs"

*Claims Controller
Zurich Municipal*



www.ohes.co.uk

Environmental Claims – Domestic



We are the only environmental consultancy specifically created to deal with insurance claims.

We work closely with all interested parties to provide a bespoke, prompt service at very competitive costs.

Our services include:

- * Swift investigation of damage and recommendation on remediation
- * Control of costs
- * Effective liaison with regulators
- * Pragmatic solutions
- * Regular updates to all parties

We are aware that contamination to a domestic property, which is the owner's most valuable asset, can be traumatic. Our cost effective solutions deal with health risks and the prompt completion of remediation with experienced, helpful contractors is designed to provide high levels of customer satisfaction.

We also provide free environmental claims training to all our clients and their staff.

Please contact us if we can be of any further help. All the services we provide follow recommended Codes of Practice and national guidance.



Case Study: Domestic Oil Loss Claim

Following a leak from a central heating oil tank OHES were asked by Liability insurers to investigate the nature and extent of damage caused by 500 litres of Kerosene seeping into the neighbouring lawn. The spill was mapped out by our project consultant sampling the affected area and a remediation strategy formulated. Within 3 days of instruction 85 tonnes of contaminated soil had been excavated and the site validated by OHES backed by independent laboratory analysis to demonstrate that risks have been reduced to acceptable levels.

The site was then reinstated to a high standard and OHES reports issued to bring closure to the incident.

"I have found your consultant to be highly professional, polite and pleasant to deal with. He does what he says he will do and explained exactly what was going on in language I could understand, thank you once again for your company's assistance"

Householder, Powys.



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