

Environmental testing case study

Policyholder concerned about lingering contamination following reinstatement

Incident:

Concerns regarding indoor environment contamination after an EOW

Our Approach:

Air quality testing, VOC analysis, mould testing, DNA analysis

Challenge:

To confirm if there were any incident related contaminants within the property

A residential cottage property had suffered an EOW, with drying and reinstatement works having been undertaken prior to DF&A's involvement. The policyholder was still understandably concerned that there was mould and dust contamination within the property despite multiple deep cleans.

DF&A were asked to undertake an indoor environment survey to independently assess the levels of particulate and microbiological contamination. Our environmental scientists conducted a full suite of tests, including air particulate testing, FTIR and VOC analysis to establish gases and odours present, ATP testing, Mycometer testing and DNA analysis to assess the levels of microbiological activity and types of matter present. Surface swabs also underwent scanning electron microscopy for visual and chemical assessment.

Each of DF&A's independent scientific tests at our in-house laboratory confirmed that levels of dust and microbiological activity were consistent with a typical household environment, and that no incident related damage or contamination remained. This brought a long-running dispute to a conclusion, as well as avoiding any further costly or disruptive works from being undertaken.

- Independent environmental testing
- Reassurance for all stakeholders
- Impartial dispute resolution



For further information or assistance, please contact us via phone or email

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