

Company:
Oriel Services Ltd

Location:
England

Company Nature:
Building repairs for
insurance claims

Date of work:
February 2010

ORIEL SERVICES LTD CASE STUDY



Oriel Services Ltd, offer a repair solution, managing building repairs delivered locally by contractor partners. In February 2010 Rilmac Insulation Ltd were awarded a contract by Oriel to carry out asbestos removal works on domestic properties arising from home insurance claims. Initially this contract covered 28 postcode regions. Work has continued during this time and the area has now expanded, owing to outstanding performance, to cover a large postcode area in England.

Rilmac Asbestos Services

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Our Approach:

Rilmac are fully aware that communication is key to the successful completion of work. During each claim all parties, including the client, policy holder and reinstatement contractor must be kept informed of the progress of the claim. To aid this, Rilmac use an internet-based communication system which can be accessed by the client and reinstatement contractor which logs all the history notes of the claim, quotations and dates for the completion of work providing an up to date detailed account of the claim and the progress made.

Customer Benefits:

Excellent customer service, a professional team and regular communication ensure that our client receives a seamless service and continues to award further contracts to Rilmac Insulation Ltd.