

Major fire at accommodation block

A major fire at a student accommodation block resulted in the evacuation of 200 students, with many rooms completely destroyed. Thankfully, no one was hurt.

Within hours of being informed of the fire, Endsleigh was on hand to support the accommodation provider and their students. Our claims team set up on site in a central hub within the university's Students Union, alongside other services that were provided for the students' benefit. These included the provision of emergency clothing, food and mental health support.

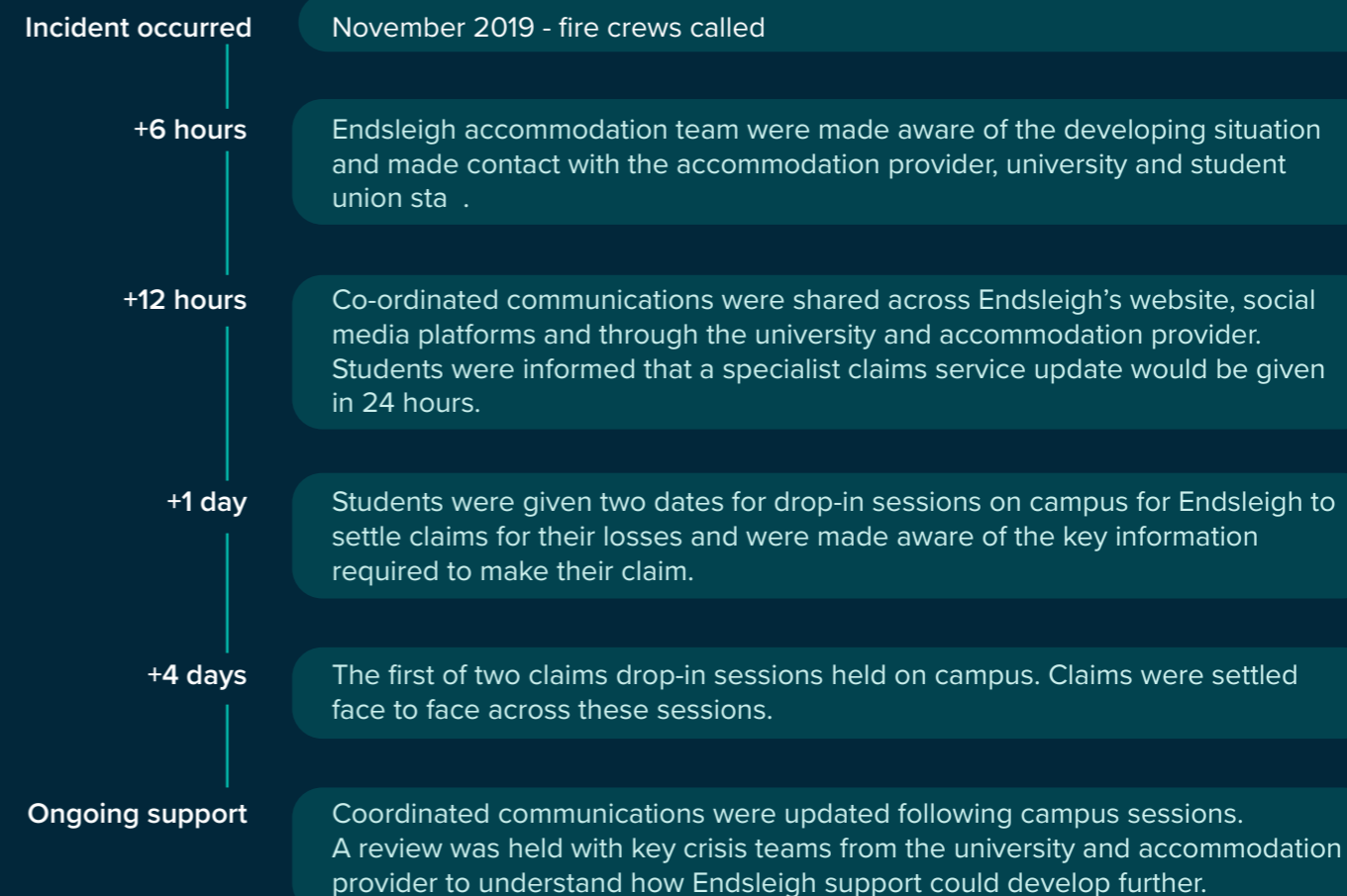
At the hub students could log claims face to face with the team, ask questions, discuss any challenges they were facing and receive immediate support.

Within four days all students' claims had been processed, giving peace of mind and reassurance that laptops, mobiles and other belongings would be replaced within a short time frame, allowing their studies to be resumed as quickly as possible.

Because Endsleigh was able to be on-site and offer immediate support, the accommodation provider had time and space to ensure their students were safe, arrange alternative accommodation, and contact parents and guardians of all those affected

Our response

Our specialist education team immediately put our incident response plan into action to provide urgent support to the university, the accommodation provider and the students.



Note: This timetable of events related to this individual case.

Overview of claims

- 220 claims settled
- £750,000 of losses
- Average possessions claim value was £4,500
- 26% of possessions claim value was £6,000

