



## Important: Weather Alert - Storm Bert

Hi ,

Storm Bert has recently been named and will reach the UK on Saturday.

Heavy snowfall is expected in Northern England and Scotland and heavy rain in Southern and Western parts of the UK.

Your clients can help keep damage to a minimum by taking some simple steps in advance.

**Please share these helpful tips to help them prepare for Storm Bert and prevent damage to their property.**

### Protect a Property in a Flood

If your client lives in an area prone to flooding, we recommend they purchase sandbags to place on doors, windows and any other gaps.

Move any electrical equipment and sentimental items upstairs to prevent damage.

Advise your clients to identify how to turn off their gas, water and electricity in case they need to leave their home during a flood.

[More information on turning these off can be found here.](#)



### Protect a Property in a Storm

It's important that your client knows their property must be maintained properly. They should pay particular attention to areas likely to bear the brunt of a storm, such as the roof and gutters.

Get rid of overhanging, loose or dead branches on the property to help prevent damage in windy weather and secure loose objects that are kept outdoors.

Close all gates, windows and doors (including internal doors) and stay indoors as much as possible during the storm.



**If your client needs to make a claim, they should contact us as soon as possible.**

Please advise them to consult their policy documents to see what is and isn't covered.

For example, storm damage to fences, and gradual wear and tear is not covered so if your client hasn't maintained their property, a claim might not be successful even if damage was revealed in a storm.

Our team are available 24/7 all year round and will support your client to get the right resolution as quickly as possible.

[Contact us](#)

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