

On the fifth of December, we were hit by a massive tidal surge. It was devastating for the town and for the east coast, but particularly for us down here at Lings Honda. On a professional level and a personal level, we were supported and there was mentoring really all the way through the process. Really at no point were we left on our own to kind of, just get on with. There was continued support, and a complete understanding of our business requirements and what it would take to get us back to where we needed to be. The building, the sockets are being raised up, the building has now got these ceramic tiles, has got a special anti-contamination adhesive on it. So there's little things like that, basically we should be able to just mop through. I think there will always be an issue with false walls and a little bit of electrical work. But generally, everything was looked at to try and belt-and-braces for the future. Right down to little things with the substation, the electricians all got caught and we've raised that up a couple of feet.

Since the flood, we've looked at our risk management policies and we've covered everything. The nice thing about it is, we were able to show that to Aviva. They've had a good look at it and they're really, really pleased with how we've gone about it, what we've got in place, should such a devastating event ever happen again. What's good for us two years on reflection - the support that we had - is being exceptional. It's allowed us to grow our business. We've taken on other franchises, we've got confidence to move forward. The business is coming together really, really well that we were given special recognition from the Traders Association, and given an outstanding achievement award for the work and effort that we'd actually put in to getting ourselves sorted post-flood. And again, that was only possible really with the support of Aviva.

Since the flood, our renewal has come up for review, and for us it was a simple no-brainer to renew with Aviva. What was good about that is that again, it really didn't come down to price. It was about value and about trust, and what was going to be available should this situation ever arise again.

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