



NICOLA BURNS

ALTERNATIVE ACCOMMODATION LEAD

CONTACT

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SPECIALTIES

Commercial Property
Private Clients & Estates
Real Estate

ADDITIONAL EXPERTISE

Assisting with Alternative
Accommodation on all claims where
required

BIOGRAPHY

Nicola began her career within an Alternative Accommodation supplier, gaining invaluable insight into market pressures, supplier operations, and the challenges customers face when displaced from their homes. This experience continues to shape her approach today, helping her develop a flexible and customer-focused range of accommodation solutions that support sustainable and effective claim outcomes.

Throughout her career, Nicola has built strong, collaborative relationships with adjusters, claim technicians, agents, and supplier partners. She takes pride in bringing consistency, clarity, and efficiency to the AA process, always focusing on solving complex accommodation needs with practical, people-centred solutions. Team collaboration is incredibly important to her, and she works hard to create an environment where shared knowledge and collective problem-solving lead to better experiences for both customers and colleagues.

Innovation is a key part of how Nicola works. She continually looks for opportunities to streamline processes, enhance operational efficiency, and introduce modern solutions that improve the overall customer journey. With a commitment to transparency, service excellence, and continuous improvement, she strives to deliver a forward-thinking and effective approach to alternative accommodation.

INDUSTRY CERTIFICATION

- Certificate in Insurance - Cert CII