



MAPP

Drainage Case Study

Regal House, Twickenham

MS' Drainage Division carried out essential reactive maintenance in response to a flood callout raised at Regal House in November 2022. Following the initial callout, we deployed a team immediately.

As the flood progressed, all 4 lifts were submerged in water. Our engineers uncovered the cause of the flood as a burst underground pipe. Following discussions with the client, MS ensured all lift pits were pumped out and this continued for 10 days.

MS' Drainage team provided 24 hour monitoring whilst maintaining full communication with both the client and with subcontractors that were sent in to assist. This ensured a high quality of service was provided at all times, based on the expertise of our engineers working in conjunction with others in the industry.



Benefits

- Drainage Division quick thinking combined with 24/7 monitoring avoided any further damages.
- MS worked closely with Thames Water to ensure minimal waste of water following severe leak.
- Proactive approach adopted with recycling of water back in to building, significant water saving achieved.

Client Feedback

Natalie Haughney, Building Manager

Throughout the 10 days our team and MS Engineers really struck up a great working relationship which made the whole incident not only conclude in a really impressive time but more importantly it was so nice to work with great people, nothing was too much for the guys.

November 2022