



### Escape of Water at High Net Worth Property

In July 2016, Revival South-West London was instructed to assist with the trace and access of a leak at a large detached property in Kingston-Upon-Thames, Surrey where the insured had discovered damp patches on the garage wall.

When our technicians attended the property, they discovered the left side of the wall had heavy water damage on the render, which had blown and showed salts contamination. There was also evidence of layers Damp Proof Membranes on the outer wall.



At first, it appeared that the damage to the wall came from ground water. However, when all the fixtures were turned off as the water was being inspected, a constant spinning occurred on the water metre. The water feature in the garden was turned off, but this had no effect on the water metre as it had its own reservoir and only demands water if a top-up is required.

After meeting with the insured, it was confirmed that no fixtures were demanding water. We recommended that a tracer gas test should be carried out on the mains supply, and if required, to dig the earth to the left side of the garage to locate and repair the leak.

Further investigations, such as thermal imaging and pipe tracing, were also recommended.

A few days later, our technicians returned to the property to carry out the tracer gas test.

By turning off the cold mains supply and with the use of our gas detectors, we were able to find the leak on the outside pipe work behind the garage.



More gas was used to pinpoint the area of the leak. We dug down about a metre to find the poly pipe. The water was re-engaged to assist in the exact location of the leak.

The water was found to be escaping from the coupling on the copper side of the blue mains feed pipe as it appeared to have been cut slightly too short to gain the right grip.

When the leak was repaired, the water was re-engaged and tested for 30 minutes. After that, the leak was confirmed to have stopped and the water metre stationary.

This was a straightforward job for the team at Revival South-West London as branch director Steve Clinch describes, "The leak for this particular job was discovered without guess work by using various methods, which saved money and replacement costs."

PEACE OF MIND | RESTORED

#### Revival

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