

Prefabricated drainage stacks minimise resident disruption and repair team headaches.



All 24 Terrain FUZE Stax were sent to site in one delivery, saving significant time.

Steve Summerfield, External Contracts Manager for Platform, said:

“The drainage stacks within this building had been a problem for some time which meant our Platform repair team were making lots of visits to carry out repairs to ensure residents were comfortable in their homes.

“The existing stack design also exacerbated the problems we faced. Often where a leak was being reported, it wasn’t the root of the problem. This meant that the team was having to access several properties on different floors to remedy the issue. It came to a point where we simply had to find a more permanent solution.”



Cripplegate House is a 1960s tower block in Worcester owned by the Platform Housing Group. It is one of three affordable housing blocks providing 48 flats over 12 floors, where leaking connections on the existing cast iron soil vent pipes were causing significant problems. The Platform repair team were attending weekly to carry out repairs. Excess damp had caused mould to form on access panels within toilets and bathrooms belonging to residents.



CASE STUDY

Project

Live stack replacement at Cripplegate House, Worcester.

Client

Platform Housing Group Ltd.

Application

Live stack replacement.

Products

Terrain FUZE Stax.

Fewer connections means less risk of leaks

Neil Forrest, Projects Manager for subcontractors Sarrant Building Services who were responsible for the drainage stack replacement on this project, had worked with Polypipe Building Services on similar projects within local authority tower blocks.

As the first installation of Terrain FUZE Stax, he was confident in using the Terrain FUZE system and found the installation a simple process. He approached Polypipe Building Services to conduct a survey of the drainage system which would reduce the risk of connection leaks and could contain all the connections for each flat within their own section.

He said:

“Polypipe Building Services took that problem away and made a design recommendation for how their Terrain FUZE Stax range could allow for every connection to be on the same level as where the flat sits.

“As most of the leaks had been caused by failing connections, Polypipe Building Services also recommended using a pre-moulded joint to minimise the risk of future failures. This made it easier for the Platform repair team to deal with going forward and gave confidence to the customer with a product that is as low maintenance as possible.

“The pipework is all within the service shaft so now if there’s a leak, it is contained there and inconvenience within the flats will be minimised.”

The biggest concern for Platform in carrying out this essential remedial work was the prospect that they would have to move all the residents out of the building, an almost impossible task due to many of them having different vulnerabilities.

Steve adds.

“Before we went ahead with any work, we conducted a full consultation meeting with residents and their main concern was how much the work would impact their daily lives and how intrusive it would be.

“Having spoken to Polypipe Building Services we were able to talk them through the process and let them know how many hours we would be in their flat and how long they wouldn’t be able to use their facilities.



Their worst nightmare was to have disruption for weeks on end, but when we explained the work would take only around four days per property and any mess and dust could be contained within their toilet or bathroom, they were very understanding.”

With the Terrain FUZE Stax product in stock the installation team from Sarrant were able to have all 24 Terrain FUZE Stax sent to site in one delivery, saving them significant time.

Quality products give confidence

Following the completion of the live stack replacement, feedback from residents was universally positive, while Platform were delighted with the Terrain FUZE system and the work done by Snape and the Sarrant installation team.

Steve explains:

“It’s been a really good experience and it gives us confidence in the Terrain products and the Polypipe Building Services team. We’ll be using Terrain in the other two buildings as we carry out the stack replacement in those.

“Platform takes sustainability seriously so we look for quality products and components which will last and can be recycled. Reliability is also really important as repairs tend to generate customer dissatisfaction.”