

Appendix 2: Case Study on the Complex Repair Surveyor Role – Langdon Road, Morden

Background

There have been drainage issues and ongoing leaks with waterlogged rear gardens at properties in Langdon Road, SM4 for at least 2 years. One property in particular was being badly affected and the case was passed to the Complex Repairs Surveyor in May 2022.



Timeline of investigations

- **May / June:** Various site inspections with Equans and their drainage sub-contractors as well as CCTV surveys. Clarion arranged for trees to be removed from adjoining properties. Despite these interventions, the problem persisted and we needed further insight from external stakeholders.
- **June:** We worked with Thames Water and SES to obtain schematics of drain runs for sewage and mains drain runs in the area and found that each had differing maps of what they owned. We arranged for excavation works in the rear garden of the property to establish service water pipework, the drainage up and down stream was unblocked and cleaned out and had trial pits dug on adjoining gardens for further assessment to take place.



- **July / August:** It took until July to explain and convince Thames Water that their network required investigation and get them on site followed by SES in August. Further investigations also took place in regards to a large pond in a neighbouring garden that had to be emptied to check this was not the issue. We then oversaw the collection of water samples from gardens that had to be tested to check on the type of water leaching into the area to ensure

it was not foul water. Further investigations to more properties on the street were needed when the samples came back as clean water.

- **Early September:** A SES leak detection specialist found a leak on a big water main upstream by Aldi on the Rosehill roundabout. We instructed TW Drainage to drain out the pit they had previously excavated and to jet the land drain pipe towards the house as requested by SES to see if a further blockage could be cleared.
- **Late September:** SES and TW Drainage are still awaiting a date to repair the ongoing leak on their supply pipe which they think is the cause of the water logging in the rear gardens. Due to the location on the main roundabout however, it will be difficult to stop the flow of traffic for the works to take place. In the meantime, we are arranging with Equans and their drainage team to divert issues until the fault is corrected.

As the above timeline shows, a patch surveyor would not have been able to be investigate and resolve such a complex issue due to the amount of stakeholders involved, the time spent on site with various contractors and residents at multiple properties.

Appendix 3: Response to the Sadler Close Gas Leak

Support for Residents

- Weekly communications to residents with updates;
- An on-site Clarion presence and dedicated phone line;
- Fitted water heaters to ensure residents have a supply of hot water;
- Provided temporary cooking facilities in the form of a hob and oven to those residents who do not have an electric cooker;
- For the period that residents were without cooking facilities and hot water, food allowance and lack of hot water payments have been made;
- In recognition of the additional energy costs associated with the use of electrical appliances, payments between £100-£200 per month will be paid dependant on the size of accommodation until the gas supply is restored. Residents have received their first payment and second payments are scheduled for 14 October.

Timescales for restoring the gas service

The gas system used on this estate is complex and we have worked with our contractor to finalise the plan for phase 1 of the project. We have started to reconnect the gas supply to properties in phase 1 (properties on the first floor of Gladstone North) in October and all homes in this phase will have their gas supply reconnected by 31 October.

We will then move to phase 2 (second floor of Sadler Close) and phase 3 (third floor of Sadler Close), and we anticipate these phases being completed no later than 10 weeks after phase 1. Timescales remain indicative and we are doing everything we can to accelerate the programme. In the meantime, we are commencing with installation of temporary heating and all residents in phases 2 and 3 will have been offered and delivered temporary heating by 30 October.

Taking into account the rising cost of living and increase in energy costs, where households are in hardship and demonstrably incurring costs because of the extra electricity in excess of the contribution above, we will increase the contribution if reasonable to do so. We are advising all residents to keep receipts from topping up pre-payment meters so an assessment of costs and usage can be made.

How we are managing Sadler Close to detect gas leaks

Inspections of the internal gas network continue twice per week. These checks will be ongoing until we satisfy ourselves that the network is in good condition and there are no further issues with any more leaks. It is this process that detected the gas leak to the external area at Chart House South, which was rectified within 24 hours by SNG.

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