



Lanes Group Case Study

Sheltered homes drainage rehabilitation

Project:
Sheltered homes drainage rehabilitation

Client:
Cruden Property Services

Sector:
Housing

Location:
Oldham, Greater Manchester

Lanes Group is the largest independent supplier of specialist underground pipeline and utility services in the UK. We have a national network of 23 depots providing a comprehensive range of high quality, innovative utility, drainage and maintenance services for domestic, commercial and public-sector customers.

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Challenges and achievements

- Completing a major drainage rehabilitation project in three locations involving nearly 900 properties in just 6 months.
- The task represented the biggest single “quick cure” relining project carried out in the UK over the 12 month period.
- Developing a new working system to ensure the fast and accurate processing of survey reports so the project remained on schedule.
- Maintaining exacting health and safety standards that allowed work to progress smoothly in and around the homes of elderly people.
- Winning praise from our client for our “excellent” partnership working.

Overview

Lanes Group was commissioned to rehabilitate the drainage systems for 866 homes for elderly people in Oldham, Greater Manchester.

The project, considered “unique” in its scope by client Cruden Property Services, required our engineers to survey, map, clean and repair to ‘as new’ standard drains serving sheltered homes in three areas of Oldham Metropolitan Borough Council.

The work had to be complete to exacting quality standards in a very tight timescale. Both requirements were achieved by our teams.

Client’s view

“Partnership working with Lanes was excellent. When considering our partner, Cruden management felt that the Lanes Group were the logical choice in the North West, because they had the know-how and resources to achieve what they did, in the way they did it.”

Cruden Project Manager Steve Mahon



Call 24/7
0800 526 488



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The project

Quick thinking to meet deadlines

This project demonstrated the way Lanes uses innovative approaches to achieve challenging objectives.

In this case, to meet project deadlines, Lanes teams used a fast-curing resin on liner patches, that set in just 15 minutes, allowing each of three teams to do 20 patches a day, not four.

This needed meticulous, skilled teamwork. Supplier Trelleborg said it was, by far, the biggest use of fast-cure resin in the UK for that year.

So many CCTV surveys were needed that a new fast-track processing system was developed to maintain high reporting standards.

Mum's the word for customer care

Crudens instructed us to treat residents "as if they were your mum". We took this to heart. Examples include: a team creating a hard stand for a resident's mobility scooter; painting gully steps on properties even when no repairs were done; shopping for residents; fitting work around a Britain in Bloom garden competition so displays were not disrupted. Satisfaction scores were extremely high.

Attention to detail – health and safety

Residents were elderly and, in many cases, disabled. Because of this, special health and safety measures were developed. Engineers were taken on site walks as part of their induction and shown how they must work.

No equipment or materials were left unattended. All excavations had to be completed and ground left even. Only the best engineers were selected and kept on the project throughout.

During 31,600 man hours, there were no reportable incidents.

The project in figures

During the six month project period, Lanes teams:

- Surveyed 10 kilometres of drains
- Cleaned 8.4 kilometres of drains
- Installed 1,800 new gully pots
- Completed 791 local structural repairs, using patch liners



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Existing manhole chamber in need of renovation



Excavation to remove poorly installed existing patch that was causing residents toilets to block.



After excavation and partial reinstatement to ensure elderly residents could still access property safely.

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Assessing the area where seven major defects were located along the rear of one of the properties. Excavation and patch lining works soon resolved the issues.

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