



## Lanes Group Case Study

### Pub pipe repair

Project:  
Pub pipe repair  
Client:  
Greene King  
Sector:  
Leisure  
Location:  
St Ives, Cambridgeshire

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

- Demonstrates the problems pub owners face in managing buildings that are, in some cases, hundreds of years old
- Completing an emergency excavation in one day, minimising our client's financial loss
- Demonstrates the quality of service provided for Lanes planned and preventative maintenance (PPM) clients.

#### Overview

The Old Ferry Boat Inn is one of the most popular country pubs on the Cambridgeshire Fens. But one day, business was threatened by the sudden appearance of sewage seeping through the floor in one of its bars.

The pub's owners, Greene King, immediately called its PPM drainage partner, the Lanes depot at St Neots. Its drainage engineers quickly identified the problem, and carried out a repair, allowing the pub to resume full trading as quickly as possible.

#### The project

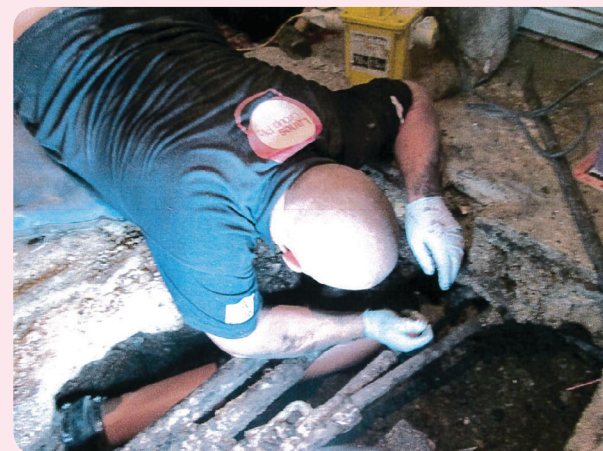
The landlord of this popular pub was shocked to suddenly find sewage coming up through the floor in one of his bars.

Greene King, the pub's owner, has a PPM contract with Lanes Group's St Neots depot and requested that the team urgently investigate the matter.

Given the importance of the customer, the regional manager and operations manager from St Neots visited the pub straight away to find out what might be causing the problem.

It was found that a soil pipe, leading from the landlord's first floor flat, which runs under the bar, had collapsed, and sewage had been seeping into the ground under the bar floor for some time.

Eventually, the effluent made its way to the surface. Pipe bursts like this can be a problem in pubs, especially old ones, like the Old Ferry Boat Inn, where buildings have been redeveloped and renovated in a piecemeal way over decades, if not hundreds of years.



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### The project continued

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Lanes team mobilised for urgent response

A Lanes excavation team was mobilised to resolve the problem as quickly as possible. The pub had to be closed for one day, a Friday, while the team, supported by the regional manager, got to work.

The floor was dug up and the sewage and surrounding ground area was dug out. Extra care was needed because a central heating service pipe was found to be crossing the floor in the same place, directly above the sewage pipe.

While the excavation team worked, the regional manager helped the landlord by looking out for people arriving to use the pub's services, unaware that it was closed.

Customer care is part of the service

He apologised for the inconvenience and handed out money off vouchers, created by the pub as a goodwill gesture to its guests, that could be redeemed on another day.

At one point, a coach party of 60 guests arrived for lunch. This booking could not be cancelled. Work stopped while the Lanes team guided members of the party, many of them elderly, safely past the work area into the dining room at the back of the pub.

Job done – in one (long) day

The collapsed section of the pipe was replaced with new pipework, installed in two sections, because of the access difficulties caused by the heating pipe above it.

The void, created by removing the sewage and soil, was filled with pea gravel and a concrete slab fitted on top. The floor was then finished with self-levelling grout.

The repair job started at 8am, and the Lanes team completed it at 10.30pm, so the pub could open the following morning, a Saturday, in time for a full weekend's trading.

That way, despite experiencing a tricky drainage problem, the landlord, and Greene King, lost just one day's business.



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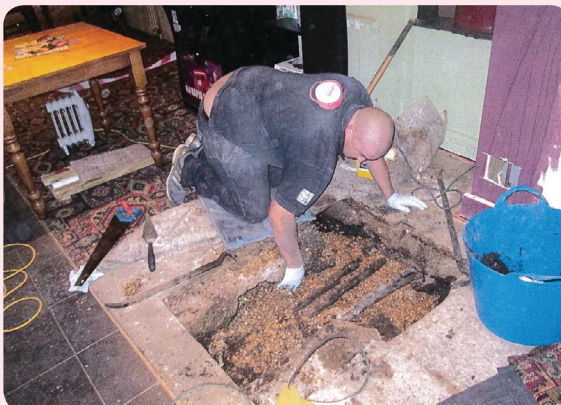
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**Tight spot**  
Little space to work – a common challenge.



**Under pressure**  
A new section of pipe squeezed into place.



**Filling in**  
Pea gravel being spread in the void.



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Cover on  
Concrete slabs  
create a new floor.



Level best  
Job complete –  
ready for a new  
carpet.

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