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admin@auger.co.uk

000370863 (client ref), Client: Ecclesiastical Faith Insurance, Customer: Vicar/Chns/PCC
Fylingdales StStephen, Auger ref: 81238.2.BSD - SC



environmental +
claims mgmt +
subsidence +
drainage +

Good Afternoon,

Further to our telephone conversation, we are pleased that the drainage repair works have been completed to your satisfaction.

We attended the property to undertake the dig in the road to try to identify when the pipe serving the surface water from the church was running. After digging on the solid point downstream we found that the obstruction was in fact a large void under the road.

We found that a smaller diameter pipe being used as a data cable duct was running through the middle of this void. We are under the assumption that given the church is very old, the pipework serving the church would have been in place long before the surrounding area was built up.

The data cable was likely moled in at a much later date and this then broke through the pipe serving the church. The water expelling at this point has then overtime washed away the pipe and soil casing the void.

After surveying the drain on the other side of the void we found that the pipe appears to be running across the street to a field across the street. We believe that it continues through this field either in the pipe or some sort of watercourse before connecting in the nearby close.

Our engineer has now reconnected the drain by installing a new section of pipe running through the void and then back filled and reinstated the road. As such we now believe that the system is flowing and the issue has been resolved.

We did note that there were a number of diameter changes upstream of the dig in the road however as the pipe is only serving surface water we do not believe that this will cause any issues provided that regular adequate maintenance is undertaken.

From the results of our investigation as noted we now believe that the issue has been resolved and as such we would not recommend any further repairs. If however issues arise in the further then we would ask the customer to get back in touch with ourselves to further investigate.

As part of our commitment to quality and ensuring peace of mind for our customers, all

drain repairs will be covered by a ten year warranty - DrainShield UK. A DrainShield certificate has been produced and is attached to this email. The terms of the warranty can be viewed on the homeowner section of our website (www.auger.co.uk).

We understand that having such works carried out to your home can cause considerable inconvenience and stress. We would therefore like to take this opportunity to thank you for your time, patience and understanding during this disruptive period.

We will now deal with the accounts and finalise matters with your insurance company.

If you have any queries in the meantime, please do not hesitate to contact me on 0151 630 8651 or admin@auger.co.uk.

Yours sincerely

Samantha Clitheroe

Account Manager

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