



 Let's get started

Let's keep Britain flowing.

Water. Wastewater. Drainage. Infrastructure.

Whoever you are and whatever your needs, we can help you meet them. Anywhere in the UK, 24 hours a day, 7 days a week.

We're UKDN Waterflow (LG) Ltd.

And keeping Britain flowing is what we do. Our aim is to be the best at supporting you in the development and maintenance of your infrastructure.

We do this by delivering truly exceptional customer service, award winning safety standards and the industry's leading technical innovation.

In November 2015, the business and certain assets of UKDN Waterflow (LG) Ltd were welcomed into the Lanes Group PLC team. With the financial and operational stability of Lanes Group PLC behind UKDN Waterflow (LG) Ltd, customers can be confident that business and service continuity is assured across all of our sectors.

We are excited by the opportunity this acquisition gives us to combine our experience and expertise to provide all of our customers across the UK with even better drainage and maintenance services.



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Take a look at how UKDN Waterflow (LG) Ltd keeps Britain flowing in various sectors. Click on a subject title to read more about our work there and how we might be able to help you.

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Did you know?

At UKDN Waterflow (LG) Ltd Customer Care is integral to everything we do; it is a continuous process.

We check at the end of all jobs to make sure customers are satisfied with our work, and use short questionnaires to get effective feedback on the service we provide.

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Commercial & Industrial.

Working directly or through Facilities Management providers, we can help you realise outstanding results - across single or multi-site units, and with minimum disruption to your operations. Covering all commercial and industrial sectors, our national footprint keeps your business flowing, 24/7, wherever you're based.



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Fact.

We work with many of the biggest names in the country. Over 6000 UK businesses can testify to our expertise and ability to drive incredible results.



Keeping your brand's reputation and infrastructure solid.

UKDN Waterflow (LG) Ltd helps you to deliver on your promises to your customers. Nationwide coverage ensures that we respond quickly to any issues that you may face and minimise any disruption to your organisation. Our portfolio covers water, waste water, drainage, plumbing and, in many areas, gas installation and maintenance.

Covering all commercial and industrial sectors, our teams can deal with anything from a blocked sink in a single unit, to surveying and sewer installation at industrial units or on multi-site operations. We can also help prevent future problems with whole asset maintenance programmes.

It may well be that your business has a customer facing element, and that you need an immediate, first time fix. Or you may wish us to work out of hours or overnight to ensure no disruption to the normal day. Whatever your needs, we're listening and able to meet them.

From the moment your people pick up the phone to connect with our customer service centre, you can experience our 'can do' approach in action. Customer care drives what we do and we begin every operation by checking what is most important for you and your stakeholders.

Our business, backed by considerable investment in technology, innovation and expertise, ensures that we can upscale quickly as and when your demands increase.

With engineer tracking, real time updating and closure to agreed service levels, we work with you or your FM provider to get the ideal result.

What does this mean for you? Significantly reduced operational downtime, minimal customer hassle, and real protection of your brand and reputation.

Water & Sewerage.

As one of the industry's leading players, we've been working directly alongside asset owners, and through joint ventures, contractors and consultants for decades. We are one of the UK's largest and most trusted infrastructure service provider with both the resources and expertise to help you - no matter what you do, or what you need done, we can help you achieve it.

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Working with water & sewerage? You need look no further.

The experienced staff of UKDN Waterflow (LG) Ltd have been providing outstanding service and customer outcomes to Water and Sewerage Companies (WaSCs) and asset owners since 1965, combine that experience with the management structure and backing of Lanes Group PLC provides solid foundations for further growth.

Agile delivery of your Totex wastewater infrastructure asset management lifecycle starts with an effective survey. Using the latest sewer flow monitoring, asset mapping and data management tools, we can help you develop the ideal solution to address your infrastructure issues, and consult with you to develop an effective ongoing management strategy.

Additional support includes Building Installation Modelling (BIM) and installation, through to reactive and planned maintenance, renewal or replacement.

Our value driven pricing models are flexible enough to fit your needs, and include both fixed price asset management and work packages.

Timely updates on asset degradation in critical network areas allow us to quickly recommend ideal long-term solutions to any issues you might face, service or structural. They also allow us to quickly escalate fully scoped hydraulic and major structural problems, and provide root cause analysis of service condition degradation.

This enables us to fast track delivery of minor and major civil works packages.

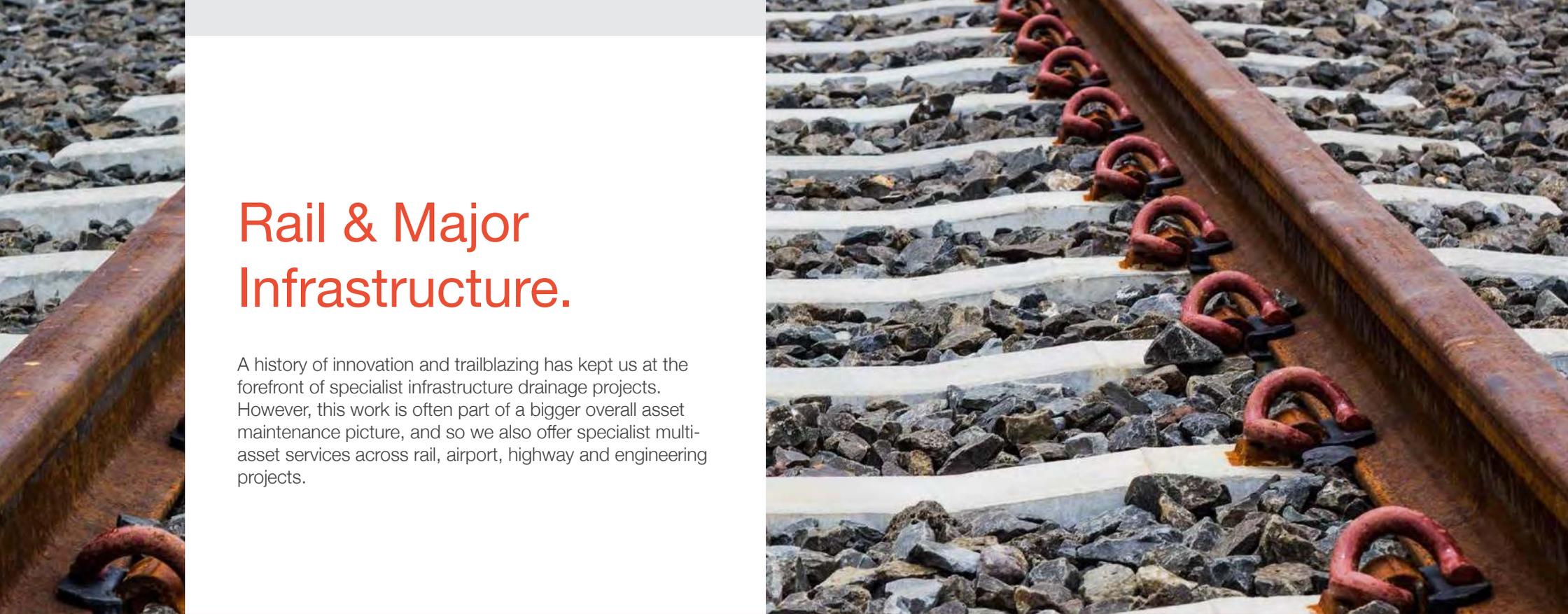
What does this mean for you? Projects and programmes delivered with minimal hassle, every operational outcome met or exceeded and ultimately, far better SIM scores.



Fact.

Our asset mapping team helping Thames Water make sense of 1,000,000 metres of sewers across 23 London boroughs.





Rail & Major Infrastructure.

A history of innovation and trailblazing has kept us at the forefront of specialist infrastructure drainage projects. However, this work is often part of a bigger overall asset maintenance picture, and so we also offer specialist multi-asset services across rail, airport, highway and engineering projects.

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Fact.

We protected the strategically important Ham Sewer in London from Crossrail Tunnel Boring Machines passing within 500mm, worldwide the closest pass ever.



Delivering better rail drainage for a better Britain.

UKDN Waterflow (LG) Ltd delivers results in large scale, difficult access and restricted timescale projects. We are at the forefront of specialist infrastructure drainage works across rail, underground, airport, roads and highways, and in individual engineering projects.

Drainage is often part of a bigger overall asset maintenance picture, so we also offer specialist services such as the stabilisation of earthworks and embankments, steel and concrete work, piling, renovations and repair. We can also provide vegetation clearance and tree surgery.

And, we do all of this to the highest health and safety and regulatory standards in the industry. In fact, it's an area in which we have won many awards and what continues to set us apart from the rest. In highly regulated, time sensitive environments, often involving the travelling public as the end user, we provide time saving innovations such as UV lining to ensure minimal disruption.

UKDN Waterflow (LG) Ltd's exceptional working standards very often deliver additional benefits and cost efficiencies on top of your operational objectives. These are underpinned by our project systems that monitor works activity, ensuring that cost and resource targets are achieved without compromising on quality.

Our highly experienced project managers and teams are able to deliver a mix of reactive and planned works, reactive only, or one off projects.

What does this mean for you? Projects delivered safely and on time - often with better results than you expected, and always with transparent pricing that ensures value for money for both you and your customers.



Household & Insurance.

We are officially the insurance market's preferred service provider. We work alongside every major insurance company, broker, estate agent and loss adjuster. We are also highly flexible, able to operate on a delegated and non-delegated authority basis.



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First choice for every major UK insurer.

When it comes to home emergency and damage management for underground service claims – nobody does it better. Working across multiple stakeholders and policyholders, we help you ensure that customers' expectations are managed whilst both cost and liability are validated and controlled.

Experienced members of our team cemented our relationship with our clients as a supplier of choice, when we co-wrote the Water Research Centre's Drain Repair Book, which sets the standard for domestic drain investigation and repair in the UK. The book is now on the third edition, and we are one of a handful of companies to be accredited to this industry standard.

We pride ourselves on our transparency and reliability, adopting your claim philosophies for both consistency of report writing and rapid resolution.

Our commitment to customer service is unrivalled, bridging the relationship between householders, water and sewerage companies, and insurance intermediaries. We're out to fundamentally change the claims journey.

Operating nationwide, we use the latest technology and real time IT systems, providing you with 24 hour targeted deployment through our dedicated Customer Service Team. By linking field engineers to real-time decision makers, we ensure that you're always in control of all claims, whether through us or a third party. And by using our own directly employed engineers we can rigorously control quality and health and safety.

What does this mean for you? A fully auditable service that places your customer at the heart of the matter. Value driven remediation that markedly improves both your brand reputation and customer retention.



Fact.

We've helped over a quarter of a million households get back on their feet after issues with water supply, drainage and plumbing.





Why choose UKDN Waterflow?

We always put you first.

At UKDN Waterflow (LG) Ltd, customer service is our first priority. When you choose us, you're sure that you've partnered with a company that completely supports your business, people and ethos - providing you with the kind of support and expertise that's unmatched in the industry. And with an agile, value for money response to your issues, we'll work quickly but safely to achieve your deadlines.

Our coverage is unbeatable.

Directly employed, fully equipped project teams operate nationally, allowing us to consistently deliver the highest quality of service to your business, wherever you are, 24/7.

The results are consistent, as is your peace of mind.

Choosing UKDN Waterflow (LG) Ltd means consistent results, a feat very difficult to achieve through a franchise or subcontract delivery model. And consistent results enables us to protect your brand reputation, giving peace of mind for your business.

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Accreditations.

We're always striving for better - which has helped us achieve the highest standards in customer service, safety and the protection of the environment. We're widely recognised within the industry for the introduction, training and execution of new technology, and for continually raising the bar in all aspects of our operation.

We are a regular recipient of customer service, industry safety and innovation awards - having won over twenty so far.

We've garnered recognition and endorsement from the likes of UKSTT, The British Safety Council and RoSPA.

We're also certified to rigorous ISO 9001, 14001 and 18001 standards and recognised by multiple industry qualification schemes and associations.

What does this mean for you? Complete confidence that, whatever your needs, we're qualified, equipped and accredited to meet them.



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Case studies

Commercial & Industrial

Our national relationship with a leading supermarket chain was tested when a major blockage revealed a serious design flaw within underground in-store drainage, threatening to close a flagship store in the North West.

[Read the full story](#) 

Water & Sewerage

UKDN Waterflow (LG) Ltd were approached by Thames Water's joint venture contractor Optimise to set up a new asset management process to improve sewer serviceability in targeted Sewer Drainage Area Catchments (SDACs).

[Read the full story](#) 

Rail & Major Infrastructure

We co-ordinated emergency protection works for a Victorian brick-built sewer running just below railway lines after a CCTV operator noted that it 'bounced' every time a train passed overhead.

[Read the full story](#) 

Household & Insurance

UKDN Waterflow (LG) Ltd innovatively used Mobile App technology and Lumia Windows devices to enable their mobile workforce to send and receive real-time data that improved claims productivity and efficiency.

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Get in touch.

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