



Water and Wastewater Solutions
Respond | Report | Repair

UKDN
WATERFLOW
(LG) Ltd



Still juggling
to find the right partner
for clean water and
drainage claims?



It only takes one company - it only takes one call



Experience

As the preferred service provider for the insurance market we already work alongside insurance companies, loss adjusters, brokers and home emergency providers. Providing first class customer service is at the heart of everything we do. With trailblazing technical innovation and award winning safety standards, we're confident you'll make us your first choice drainage and water supply pipe service provider.

We pride ourselves on the consistency, transparency and reliability of our service, comprehensive report writing and rapid claim resolution; while adhering to each insurer's claim philosophy and helping control their claim spend.

Drainage

Offering practical solutions for drainage problems, our experienced City and Guilds trained drainage engineers will help you deliver the best results with minimum disruption to your policyholders. We provide 24/7 response 365 days per year. Whatever your specifications, wherever you are in the UK and whenever you need us, we can help.

Water

In addition UKDN Waterflow are able to provide a fully auditable clean water supply service. Across the UK, separate teams of operatives are dedicated to water supply pipe leak detection and repair to ensure that there is no cross contamination between drainage and fresh water.

Customer Commitment

With a directly employed model, we're out to fundamentally change the traditional claims journey by achieving first visit resolution whenever possible, this reduces job lifecycle, increases customer satisfaction and offers value for money.

We establish 'what matters' at the start of every claim and use this 'need' to shape the claim journey in line with what's important for that customer.

Communication

We want to exceed customer expectations so our Contact Centre in Birmingham is totally dedicated to the insurance industry and offers case ownership from start to finish of every claim. Our expert engineers have access to the latest technology and provide real time updates from site to ensure claims can progress without delay.

Accreditations

Our credentials are impressive, we co-wrote the WRc Water Research Centres Drain Repair Book which sets the standard for all household drainage investigation and sewer and drain repairs in the UK. We're also certified to rigorous ISO 9001, 14001 and 18001 standards and recognised by many relevant industry qualification schemes such as Achilles and CHAS.

Financial Stability

As part of Lanes Group plc, we enjoy the benefits of financial stability, the latest technology and investment for the future, all of which protect the insurers brand and drive policy retention.





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In the world of insurance, UKDN Waterflow are a key service provider

Independent, Experienced, Trustworthy



Local service – national coverage



Contact Centre in Birmingham dedicated to the insurance sector



Client specific teams with named case owners for every claim



Emergency unblocks and drain cleaning



CCTV drainage surveys and reports



Patch repairs, CIPP lining, drain excavation and replacement



Off mains drainage solutions



Water supply leak detection and repair



Desktop & site visit validation for insured's own tradesman claims



Quality assured



WRc accredited

Contact us to discuss how we can provide the right solution for you and your customers



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