

ELMWOOD COURT

**RESPONSIVE & RELIABLE
ON NEW YEARS EVE
ELMWOOD COURT**

Exceeding expectations out of hours

With the initial call out on the 31st of December 2021, Dovetail Group responded promptly to a flagged leak from an apartment based in Elmwood Court, Edgbaston. It took Dovetail just 2 hours to respond to the emergency call out on new years eve, reinforcing our ability to provide a punctual service out of hours even on the holidays.

Immediately a team was sent out to examine the leak at Elmwood Court, with the anticipation for this to be an in and out job, ready to get back to celebrating the new year, Dovetail's team of experts were quickly able to analyse and examine the leak soon realising that the leak in one of the apartments was merely a surface issue of an underlying problem. We discovered the mains feed servicing the high rise apartments was actually severed and this would need attending to urgently or the problem wouldn't go away. The Dovetail team also analysed the fact that Elmwood Court were losing a whopping 3000 litres of water per hour due to this. What was initially a quick fix, turned out to be a 5 week job that DTG attended to with the highest level of competence.

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I came into the project about 4 days later on, after the response team were able to correctly diagnose the problem as the severed water mains to the high rise building. It was a difficult job to respond to given the context of the holidays, being able to get workers out, however we were more than equipped to take on the project having used 6 plumbers and 4 grounds workers across the 5 weeks of the repair, and deliver a fully competent and reliable result, ahead of schedule.

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Nathan Hayes
Lead Project Manager



The project in numbers



31ST DECEMBER

- Date of call out



2 HOURS

- Response time



5 WEEKS

- Project duration



3000 LITRES / HOUR

- Rate of water lost before DTG



10

- Members of staff required



Dovetail Group in action

Our core values we consistently demonstrate

- Communication and coherent collaboration
- Quality control and precision
- Investing in dedicated staff
- Reinforcing punctuality and responsiveness
- Constant innovation and creativity

PEOPLE AND OPERATIONAL
EXCELLENCE

The Result



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A huge thankyou to the team for dealing with the leak at Elmwood over new years.

Louise Andrews

Proxim Property Management

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Upon realising that the fundamental issue of the leak was from a severed mains feed in the high rise apartments block, Dovetail Group made sure to act as quickly as possible.


Where we initially anticipated a quick we had to adapt during the holidays and equip ourselves for a 5 week job.

This involved Dovetails team of experts taking up the slabs and pathway from the 2nd block entrance at Elmwood and repairing the water mains that were severed. after 5 weeks, 6 plumbers and 4 grounds workers, we successfully repaired the water mains and fixed the water leak that was casuing Elmwood to lose 3000 Litres of water per hour.

**2 HOUR RESPONSE TIME
ON DECEMBER 31ST**



DOVETAIL GROUP

A photograph of a building's exterior entrance. On the left, a large glass door with a black frame features a large, light-colored number '12' on its left pane. Above the door, the words 'ELMWOOD COURT' are printed in white capital letters on a black background. To the right of the door is a brick pillar and a brick wall. A window with white horizontal blinds is visible on the upper right. A tree with green leaves is in the upper left corner. The foreground shows a paved area with light-colored bricks.

ELMWOOD COURT

**PEOPLE AND
OPERATIONAL EXCELLENCE**

Exceeding Expectations

ELMWOOD COURT