

**The RAM Quarter is an award-winning new development in the heart of Wandsworth, SW18 combining residential spaces with cafés, bars, restaurants, a cinema and other entertainment, a riverside walk, and a Heritage Centre celebrating the site's special brewing past.**

**It is a real community and a thriving retail area and we are lucky to work there on behalf of Vital Energi undertaking annual tank cleaning and disinfection.**

### Problem

We visited site in July 2021 to undertake the annual drain, clean and disinfection of CWS tanks 1 and 2, a task carried out over four days as the tanks are large with a capacity of 27,000 lts each. Also the water supply to the site cannot be interrupted meaning we work on one tank at a time ensuring the other remains on-line serving the site.

Whilst on site our engineers observed that one of the ball-valves was faulty, and several days after the process we received a call to say that there was a leak from the bottom of Tank 1.

### Solution

The disinfection process was successful and the tanks were left filled and back on-line. The issue with the ball-valve was resolved whilst still on site as our engineers quickly sought a replacement which was swiftly installed without any problem.

As for the leak – once we were notified we arranged to attend site to address the problem out of hours, and within a matter of days everything was fixed.

There had been a faulty bolt which was allowing water to seep out into the plant areas, and whilst not a problem we had caused we took responsibility to effect a repair, refitting the bolt and ensuring the tank was left water tight again.

### Conclusion

Our ethos centres around ensuring the customer has a positive experience of Goodwater. Sometimes things happen on site that are unforeseen and are often just unfortunate, but if handled properly it is possible to turn a negative into a positive and avoid a catastrophe – as was the case on this occasion.

The client was happy that we could help, accepting that the additional work was outside of our remit but appreciating our approach and positive attitude – to get things working again and minimise possible water damage and disruption to the site's users.

So all in all a positive outcome again.



### Tank cleaning

Tanks left spotless and back in service



### Water damage



Works undertaken on behalf of

**VITAL**  
ENERGi