



CASE STUDY

Estate Management

We were contracted for the emergency removal of a septic tank in a rental cottage on Strathallan estate. To ensure minimal disruption to the client and tenants, the works were completed in a 24-hour period. Given how successfully we addressed and resolved the issue in a single cottage, we were then asked to maintain all the rental cottages on the estate and are now a regular service provider to the client. This service provision has also been in place at Hopetoun Estates since 2012.



Estate Management

Farm & Estate Septic Tank Management

Value: varies
Up to £10k pa

From October 2014-present

Location: Scotland

KEY LEARNING POINTS & SUCCESSES:

- Emergency works
- Remote & difficult access
- Tailored reporting

Scope of Services

We were asked to fix a septic tank problem, initially, in a single rental cottage on the estate. Following our successful removal of the tank, which was out with, the normal procedure, and within a very tight timeframe we were then asked to provide maintenance for all rental cottages on the estate.

Key Features

Many of the septic tanks on estates, such as the one in Strathallan, are in challenging locations and will vary considerably in age and condition. We undertook the maintenance of 9 septic tanks across an estate in just one 24-hour period, with all these challenging and complex variables.

We were instructed by the client on the Sunday and proceeded with the onsite work on Monday. The importance on estates is to ensure works are undertaken quickly and with minimal disruption and to ensure that notes and records are kept of any unusual conditions of the status of the tanks.



This allows portioning of costs relative to individual properties as many of these are on different rental agreements.

Normal vacuum tank removal was not possible due to the location and potential for damaging valuable grassed areas or property.

We worked with our client to establish their priorities to ensure that our approach provided answers to their questions, visual evidence if required and individual bills based upon estimated waste loads from each septic tank. By providing tailored solutions this allows easier management and control of tenants by our client. We also manage up to 40 septic tanks across Hopetoun Estates on an annual basis.

Wendy and Karl of KCP Ltd deliver the highest levels of customer service. When we had an emergency septic tank problem in one of our rented cottages, Wendy organised speedy assistance even though we had never used KCP previously. Wendy was so helpful that I decided immediately to ask KCP to look after all nine of our cottages. KCP are now on a regular service contract for us and help us meet our landlord responsibilities for our tenants and our properties. Septic tanks are not the nicest things to deal with but Karl is professional, courteous and thorough and I am entirely confident KCP deliver the highest standards of environmental standards. KCP help make us better landlords and I recommend them with 100% confidence.

D Roberts, Strathallan Estates

