

# Project Case Study

## Retail Establishment, Hereford



### Background

When a well-known high street retail brand was experiencing major leaks on its roof, TCRC were called in to investigate. Following a comprehensive on-site survey, TCRC identified that significant design issues were the root cause of the problems, and this had been exacerbated further by the poor workmanship of previous contractors. A complete new roofing system was required, although timescales were extremely tight as this flagship store was planning a VIP opening in the run up to Christmas.

### The Solution

In order to prepare the roof surface for the specified new system, TCRC removed over 80 tonnes of ballast along with the existing singly ply systems and insulation material. Close co-operation was required with the local council throughout this period in order to overcome major logistical issues regarding clearance of materials from site.

A full built-up specification was prepared for the client, incorporating Bailey's System 17000 reinforced bituminous membranes laid over tapered insulation. This helped to significantly improve drainage on the roof which was previously very poor on the flat concrete deck. In other areas, over 180 metres of timber decking and ballast had to be temporarily lifted so a high performance cold applied liquid system could be installed by TCRC beneath.

All works were expertly carried out by TCRC's professional team, and major interface details were completed to a very high standard. TCRC's operatives also worked considerably and safely at all times during the project, and this was particularly important due to the fact that residents were living in the adjacent apartments. The total project duration was 12 weeks, and the client's premises were kept completely dry whilst works took place during the challenging winter months.

To provide the client with complete peace of mind, TCRC employed Trojan Thermographic Surveys to carry out independent integrity tests on the completed roof system, and this was subsequently handed over without issue. Overall, this was a highly successful project, providing the client with a watertight roof that they can rely on for many years to come.

**The Complete Roofing Company Ltd**  
Lansdown View 45 Down Road  
Winterbourne Down, Bristol, BS36 1BZ

Tel: 0117 905 9876

Email: [info@thecompleterooftingcompany.co.uk](mailto:info@thecompleterooftingcompany.co.uk)



[www.thecompleterooftingcompany.co.uk](http://www.thecompleterooftingcompany.co.uk)