



DRAINAGE
PLUMBING
GROUNDWORK



A MESSAGE FROM DIRECTOR, TOMMY WARD

In 2009, after 10 years honing my craft as a drainage engineer, I took the plunge and set up as a sole trader, and TWD was born. I knew my skillset and knowledge of the industry, along with the ability to establish relationships put me in a unique position to grow a firm unlike any other in the trade. We are personal and approachable with an unparalleled passion for our industry, as is proven by our constant growth, positive feedback and long-lasting relationships with the companies we work with.

Despite the unprecedented difficulties for businesses world-wide beginning in 2020 due to the COVID-19 pandemic, we have continued to expand and evolve, even building and moving into a custom-built office and workshop tailored specifically to the needs of our business which has been a huge step in the continuing journey of TWD. Emphasis on branding and growing as more than just a drainage firm is a new key directive for the business, and I am excited to see where we will be in another ten years. The sky is the limit!

Tommy Ward
Director, TWD



A SERVICE YOU CAN TRUST

TWD provides outstanding drainage, plumbing and groundwork services to both business and residential clients. With callouts available 24 hours a day, 7 days a week, through our emergency service line, our mission statement is to solve any problem you might have. After years of experience within the industry, we have equipped our teams to handle any issue quickly, efficiently, and with a high level of professionalism.

Our commitment to providing exceptional service, regardless of what may be involved, in partnership with our engineers being trained to the highest of industry standards, gives us the confidence to know that if we cannot do it, chances are it cannot be done. We strive to ensure every job we do is our very best. Using the latest technology available

ensures that a solution can always be provided, along with impeccable service levels delivered. We know how important it is to have confidence in those who work in and around your home, which is why all of our operatives are DBS checked (the Disclosure and Barring Service) and will be carrying a photographic identification card. All our engineers will attend your property wearing clean company uniforms and in a company-signed vehicle. Driving licences are routinely checked with the DVLA and drivers are fully insured. TWD holds public liability insurance by law to meet with regulations.

We believe our attention to detail is the basis of our success. We put our customers first and our aim is to perform on-time and in-budget – every time.



DRAINAGE



PLUMBING



GROUNDWORK

“
CONTINUALLY
ACHIEVING
THE HIGHEST
OF STANDARDS



ACCREDITATIONS

With such strong competition in the drainage industry, it is vital we work hard to achieve and maintain the accreditations which help to set us apart from that competition. We are proud to continually achieve the highest of standards and look forward to progressing to setting industry standards for others to follow.

DELIVERABLES

TWD started out life solely as a drainage company. However, it was soon evident that we had all the requirements to expand and create successful plumbing and groundwork divisions. Being able to offer our clients a comprehensive range of services has been key to our growth and success over the last 13 years, and we know that this combination of service provisions puts us in the best position to work with our clients, and gain new ones.

Key deliverables

- Available 24 hours a day, 7 days a week
- Will attend any drainage emergency within 60 minutes
- Use the latest technology through our partnerships with BigChange, WinCan, Scanprobe, Rioned, Jetter Conversions along with many other trusted sources, to ensure top-level service is always delivered





FROM AN EMERGENCY
BLOCKAGE TO PLANNED
MAINTENANCE, WE'VE
GOT YOU COVERED

DRAINAGE SERVICES

TWD have gained years of experience and can assist you efficiently and effectively with any problem you may be experiencing, which can comprise of a multitude of services:



High pressure water jetting
Clears your drains fast



All blockages cleared
From sinks and toilets to main sewers



Drain descaling
To prevent a buildup of scale and debris



Planned preventative maintenance programmes
Saving you time and money



CCTV Camera Inspection surveys
To identify hidden structural defects which could lead to costly cracks or even a collapsed drain



Wincan CCTV technology
We offer a comprehensive survey service and can inspect wastewater network systems - we provide various solutions from the collection of the inspection data



Relining of drainage systems
With NO excavation for minimal disruption



Tree & shrub roots cleared
One of the biggest causes of blockages and structural defects - if left untreated this can lead to collapsed drains










Complete drainage
Refurbishment & replacement





PLUMBING SERVICES








Whilst our name indicates our core competence in the field of drainage, it's no surprise that our knowledge extends to plumbing. Our team of experienced and qualified plumbers offer a host of professional commercial and residential services including:

-  Renewal of waste pipework – internal & external
-  Replacing old pipework with new
-  Burst mains and leak detection
-  Rectifying any household leak
-  Full or partial installation of all types of sanitary ware
-  Repairs and replacement of waste water pumps
-  Maintenance of unvented systems



GROUNDWORK SERVICES

As our business has developed, TWD have become experts in the field of Groundwork. Our team of experienced groundworkers can expertly facilitate several specialist areas of groundwork. Services include:

-  New driveways
-  Turfing
-  Patios & block paving
-  Excavations
-  Walls and general brickwork
-  Tarmacadam
-  Fencing



EQUIPMENT AND CAPABILITIES

We invest in our team and our equipment to ensure we can tackle any drainage, plumbing or groundwork problem which may arise.

Sky Vac

Our specifically engineered, time efficient, high level gutter-cleaning systems have been specially developed for robust outdoor projects. We have a range of external Sky Vac systems enabling us to tackle any industrial, commercial and domestic high-reach gutter and drain clearing.

Doff System

Our Doff System is a steam-based hard materials cleaning system, ideal for use on masonry and external building works. Doff can achieve temperatures of up to 150°C at the nozzle end – making it a ‘superheated water system’. Our operators are trained to utilise the variable temperature and pressure of this system to remove many different types of paint and biological matter.

Cherry Picker

TWD provide narrow access platform hire to businesses and private households across the southeast. Consistently saving you more than 75% of the cost of scaffolding for various property maintenance tasks.



TANKER

TWD invest heavily in equipment, and have industry-leading vehicles throughout the fleet. Our tankers fully conform with the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR) for the storage and disposal of hazardous waste / dangerous goods, giving you total peace of mind:

- 18,000 litre tank designed for sewage
- Clean water delivery and low hazardous substances
- Waste vacuum pump of 650 cfm (cubic feet per minute)
- 100 plus metres of 1 inch jetting hose
- 2,225 - 4,450 gallon clean water tank for jetting
- Jetting facility of 198 litres per minute
- 1000 cfm / 1.600m³
- Vacuum up to 85%
- Max pressure 240 bar or 3,500 psi

Our multi-function tankers have the capacity to hold up to 18,000 litres (4,000 gallons) of liquid waste and effectively unblock drains & clean surfaces. With high pressure water jets, our fleet offers a quality service leaving minimal impact and disruption.





TWD TRAINING CENTRE

2023 sees TWD begin a new venture with the launch of our sister company, TWD Training. Born out of passion and determination to ensure industry standards are of the highest levels, our training provision and facility will enable companies across the drainage and construction industry to provide their staff with a comprehensive training package, for optimum safety. We are a CPD Accredited training provider, and launch with five fully accredited CPD courses:

- Abrasive Wheels
- Asbestos Awareness
- Lone Working
- Manual Handling
- Working at Height (including ladder and harness safety)



Our facility is also available for hire, for those who do not have the appropriate setup to be able to carry out practical training, such as high pressure water jetting, at their own premises.

To find out more information, please contact 0800 524 4048 or email enquires@twdtraining.co.uk

MEET THE TEAM



Tommy Ward
Director



Emma Ward
Director



Billy Ward
Operations Director



Anthony Hatcher
Operations Manager



Amy Hedley
Team Leader – Completions



Gill Ward
Accounts Manager



Darryl Harbour
Health & Safety Manager



Phil Ward
Purchasing Manager



Shane Pender
Transport Manager



James 'Fish' Hammatt
Drainage Manager



Stacie Somers
Team Leader – Planning



Sacha Burek
HR, Media & Marketing



Louie Summers
Operations Supervisor



Jack Bond
CCTV & Tanker Supervisor



Stanley
Company Mascot



24-hour hotline

0800 121 6122

www.twdrainage.co.uk