

Case Study

Preventing Repeated Escape of Water Claims in a 47-Unit Residential Development



The Property

A modern residential development comprising:

- 46 residential flats
- 1 commercial office unit
- Shared water infrastructure across the building

Despite being a relatively new build, the property has experienced multiple Escape of Water (EoW) incidents over several years.

THE CHALLENGE:

The building has suffered repeated water leaks resulting in:

- Significant disruption to residents
- Damage across multiple units
- Ongoing insurance claims
- Rising excess costs and insurer scrutiny

£140,000+

Like many multi-occupancy buildings, risk factors included:

- Undetected internal leaks
- Water escaping for prolonged periods
- Unoccupied flats
- Shared pipework impacting multiple properties

The approach was reactive – responding after damage had already occurred.

THE SOLUTION: FLOWSTOP® 2

FlowStop® 2 is an intelligent leak detection and automatic water shut-off system designed to prevent severe water damage before it escalates.

The system:

- Monitors water flow 24/7
- Detects abnormal or continuous usage
- Identifies unusual flow patterns
- Automatically isolates the water supply when risk is detected

Rather than relying on visual discovery of leaks, FlowStop® 2 intervenes at the point of supply.

The Impact It Could Have Made:

Had FlowStop® 2 been installed earlier, the building could have:

- Significantly reduced the number of claims
- Limited the severity of water damage
- Prevented prolonged leak events
- Reduced insurance excess and premium pressure
- Protected both residential and commercial occupants

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The Financial Perspective

With claims already exceeding £140,000, the cost of proactive protection is minimal in comparison to repeated reactive repairs. For property managers, freeholders and managing agents, the question is not if Escape of Water will occur – but when.

Protect Your Building Before the Next Claim

FlowStop® 2 provides proactive, intelligent protection for multi-occupancy developments – reducing risk, safeguarding assets and delivering long-term peace of mind.

