



“Timing was a key to us during this project. Owls Hall’s precision planning, professionalism and unintrusive methods, meant our deadline was met with a solution over and above our expectations”

Mrs Kembery contacted Owls Hall Environmental as one of the proprietors of the Burston Crown pub in Diss, Norfolk. Owls Hall had been suggested to her as a reputable company after contacting the authorities regarding the upgrade of their effluent system which had been outgrown by the business.

They required a new system to deal with their current level of effluent and also be able to cope with future growth of the business.

An Owls Hall Site Manager visited the site and evaluated the possible solutions. It became clear that a design needed to be specifically created in order to minimise the amount of equipment that was required in order to make best use of the limited space. The final proposal would also need to fit into the budget of Kembery’s with regards to both the initial capital investment and the future running costs.

The solution that Owls Hall came up with was to use specialist measuring equipment so that a pumping station would not be necessary to transfer the

waste to the Klargester treatment plant, which would be located approximately 20 metres from the premises. Throughout the planning stage, Owls Hall were always conscious that the system should not intrude into the beer garden, since this could have an adverse impact on future revenue potential.

Since there was also a commercial kitchen on site, Owls Hall also recommended that a grease system be installed to comply with the latest regulations, whilst also encouraging the smooth running of the treatment system in the future thus potentially reducing breakdown costs.

The Kembery’s requested that the works all be completed before the Christmas period, so that they



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Case Study: Burston Crown



could cope with maximum capacity during this busy period. Owls Hall Environmental built this into their plans and ensured the project was fully completed in time for people to enjoy their Christmas meals at the pub.

The 'Full Care'(link to installation page) installation package was opted for as part of the works and so Owls Hall ensured that the original garden entrance was maintained and the visual impact of the area was not affected.

During excavations for the work it was discovered that ground conditions were not safe and the sides of the excavation were collapsing. The Site Manager immediately informed the

Kembery's of the situation and advised that the safest way to proceed would be to use a steel shoring with hydraulic frames and pumping equipment to control the groundwater levels during the excavation. Along with this solution, there were live services nearby which needed to be protected and maintained during the installation process.

It is Owls Hall Environmental standard practice to immediately make arrangements for additional resources to be deployed to premises in order that we complete the works within the time frame agreed. It was also due to Owls Hall expertise that despite the problems encountered, the work had minimal impact on the

Kembery's. Provisions were made to ensure all services remained active and the time constraints were all met.

Following successful completion of the works Owls Hall Environmental continues to carry out regular servicing and de-sludging of the equipment to ensure its efficiency for years to come.

