

PRIVATE SECTOR CASE STUDY

DAMP TREATMENT AT LE CREUSET RETAIL UNIT

Le Creuset appointed Matheson Damp Services to undertake remedial damp and waterproofing works at a newly acquired retail premises in Edinburgh city centre. The basement, intended for stock storage, was exhibiting signs of lateral moisture ingress and degraded finishes. A rapid and durable solution was required ahead of the store's opening.

INITIAL SURVEY (11TH MARCH 2025):

Findings:

The surveyor identified water penetration affecting the basement stairwell and lobby areas. The plaster surfaces in both locations showed signs of salt contamination and visible discolouration consistent with prolonged damp exposure.

Next Steps:

Await customer approval to proceed with the recommended works.

Once authorised, schedule site attendance for treatment and reinstatement, with full photographic documentation upon completion.

SCOPE OF WORKS DELIVERED (24TH - 28TH JUNE 2024):

Existing dot-and-dab bonded boards were stripped from the affected areas to allow full preparation of the underlying walls. Surfaces were wire-brushed to create a mechanical key and treated with a salt neutraliser. Areas of crumbling brickwork were identified and repaired.

All prepared wall surfaces and floor junctions received an SBR bonding slurry, with Damp Plug applied to isolated areas of active seepage. Two coats of Biokil TopTank Slurry was applied with appropriate curing time between coats, followed by Barrier mortar installed along wall and floor joints for reinforcement.

Due to restricted space, timber framing was ruled out. Moisture-resistant plasterboards were reinstated using a Foam Adhesive. The boards were taped, jointed and fully skimmed.

The site was cleaned, a final inspection was completed with the client, and photographic evidence along with completion notes were uploaded to the internal QA system (Asana).

CHALLENGES

From the outset, the internal walls were believed to be timber-framed. However, upon strip-out at the start of works, we discovered the walls were dot-and-dab plasterboard bonded directly to the brickwork, requiring a change in approach for careful removal and surface prep.

OUTCOME

Waterproofing Works: The basement was fully treated using the Biokil TopTank system, providing a durable and hygienic environment suitable for Le Creuset's stock storage requirements.

Project Delivery: Despite encountering unforeseen structural conditions, the project was completed on schedule through effective team coordination, flexibility, and clear communication with the client.

Reinstatement: Adaptations were made to suit site constraints without compromising quality or performance. Foam-fix methods were utilised to maintain available space and protect the integrity of the tanking system.

Outcome: The client proceeded with internal fit-out works immediately upon completion, enabling the store to open as planned and without delay.

LESSONS LEARNED

Wall construction must always be confirmed at strip-out stage. Dot-and-dab is increasingly common and often misidentified in visual inspections

Biokil TopTank performed well in a confined commercial basement, bonding strongly and curing reliably in a short timeframe

Foam-fixed plasterboard proved to be an excellent low-impact solution for reinstating over tanked surfaces where framing isn't viable

Transparent, proactive client communication ensured trust was maintained and scope changes were fully understood

