



Your Complete Leak Detection Partner

0800 046 3492

sosleakdetection.com

Protecting your portfolio and freeing your team to focus on what matters

- ✓ 99% First-Time Fix Rate
- ✓ 8,000+ Jobs Annually
- ✓ 4.9/5 Trustpilot (421+ reviews)
- ✓ 48-Hour Response Nationwide

Protecting Your Assets, Freeing Your Time

When a leak strikes, your facilities team faces pressure from every direction: anxious occupants, mounting costs, and business interruption risk. Meanwhile, leadership expects seamless operations and demonstrable ESG compliance.

SOS removes that burden entirely. We handle everything from detection through repair and comprehensive reporting, becoming an extension of your team and allowing your facilities managers to focus on keeping customers and end users happy.



The Commercial Impact

UK insurers pay out **£1.8 million daily** on escape-of-water damage, approximately **£657 million annually**. In commercial property, leaks represent **around half of all claims**, with individual incidents costing an average of **£80,000** and serious cases **exceeding £1 million**.

Disruption ranges from weeks to over a year. **Small businesses may be unable to operate for 50+ working days**, whilst **major incidents can cause 12 months or more of downtime**. With **30% of building water typically wasted** through undetected leaks, the case for proactive detection has never been stronger.



Our Partnership Commitment



Unmatched Service Breadth

From internal pipes to swimming pools, hydrants to flat roofs: one partner for every leak scenario across your portfolio.



Time Back for Your Team

We handle detection, repair, reinstatement, and reporting in-house, eliminating coordination burden so your facilities managers can focus on strategic priorities and customer service.



Collaborative Experience

True partnership with clear communication, flexible scheduling, and minimal disruption whilst keeping stakeholders informed.



ESG Compliance Made Simple

Reports support CSRD, ESRS E3, GRI 303, and CDP requirements, providing compliance documentation without additional administrative burden.

The UK's Most Comprehensive Leak Detection Portfolio

Any leak, any property: SOS delivers the solution.



Hidden Pipe Leaks

Pinpoint sources behind walls, under floors, or in ceiling voids using thermal imaging, acoustic profiling, tracer gas, and moisture mapping, then coordinate immediate repair.



Underground Supply Leaks

Locate leaks non-destructively using acoustic correlation and tracer gas, then excavate, repair, and reinstate in a single visit.



Preventative Surveys

Survey properties or portfolios for hidden leaks before damage occurs, providing actionable recommendations.



Damp & Mould Surveying

British Standards-compliant surveys providing evidence-based reports for regulatory compliance (inc. Awaab's Law).



Underfloor Heating

Trace pipe routes and identify breaches with precision, minimising excavation and disruption.



Shower & Bath Leaks

Distinguish between plumbing failures, seal failures, and structural ingress, then deliver targeted solutions.



Flat Roof Detection

Identify exact breach points using non-destructive testing, preventing unnecessary strip-outs.



Central Heating

Locate faults in buried pipework, radiator connections, and heating circuits.



Swimming Pool Detection

(PADI-Trained Engineers)

Investigate operational pools using underwater dye testing, ultrasonic listening, and pressure testing, without draining. Rare UK capability.



Hydrant Supply Detection

(Specialist Service - Unique to SOS)

Locate faults in hydrant systems using tracer gas, acoustic profiling, and pressure testing. Few UK providers offer this capability.

One Trusted Partner. Complete Coverage.

Unlike specialists handling only internal or external leaks, SOS provides complete coverage:

- ✓ **One trusted partner** for all requirements
- ✓ **Consistent quality** across every job
- ✓ **Simplified procurement** and relationship management
- ✓ **Rare specialist capabilities** (hydrants, pools, dive engineers)

Any leak, any property: we have the expertise, equipment, and engineers.



Precision, Partnership, Peace of Mind

We restore control through expertise and collaboration.

1 Detect

Non-Destructive Precision

Advanced technology (thermal imaging, acoustic profiling, tracer gas, moisture mapping) pinpoints exact sources without property damage. Our 99% first-time fix rate proves it works.

Comprehensive Equipment

Engineers arrive with thermal imaging, acoustic correlation, tracer gas, moisture mapping, CCTV drainage, endoscopes, sky cameras, and specialised testing equipment.

Collaborative Site Management

We coordinate access, minimise occupant disruption, and maintain stakeholder communication.

2 Resolve

Complete In-House Capability

Fully qualified plumbers (Water Regulations, NVQ, Gas Safe) complete repairs on-site, whether accessing damaged sections or recommending pragmatic reroutes.

Coordinated Execution

We handle excavation through reinstatement. Your team receives updates but doesn't coordinate trades: we own it end-to-end.

3 Report

Board-Ready Documentation (24-48 hours)

Detailed reports with photographic evidence, clear findings, methodology, and recommendations, supporting operational decisions, insurance claims, and ESG disclosure.

Stakeholder Communication Support

We provide briefing materials or technical explanations for senior leadership, occupants, or external stakeholders.

The Outcome

- ✓ 98% SLA adherence
- ✓ 99% first-time fix rate
- ✓ 24-hour reporting

Your facilities managers maintain focus on strategic priorities and customer satisfaction whilst leadership receives certainty, compliance documentation, and operational continuity.



Time Savings for Facilities Teams

By consolidating detection, repair, and reporting with one partner, your facilities managers avoid: - Coordinating multiple contractors - Managing sequential callouts - Chasing documentation for insurance/compliance - Fielding repeated stakeholder queries

This frees your team for:

- ✓ Strategic asset management
- ✓ Customer service and occupant satisfaction
- ✓ Compliance and sustainability initiatives

Keeping Our Customers Happy

Fast resolution, transparent communication, and professional delivery mean:

- ✓ Reduced occupant frustration
- ✓ Maintained trust and confidence
- ✓ Minimal repeat visits
- ✓ Positive reflection on your management

Your facilities managers maintain critical customer relationships whilst we handle technical challenges.

Partnership You Can Depend On

Our engineers are directly employed, not subcontractors.

Every engineer is: - Fully qualified (Water Regulations, NVQ, Gas Safe) - DBS checked and vulnerability-awareness trained - Supported by experienced technical teams - Equipped with industry-leading technology

This ensures consistent quality, complete accountability, and professionalism nationwide.



Clear Communication

Regular updates without overwhelming your team; stakeholder briefings when needed



Proactive Problem-Solving

Engineers recommend pragmatic solutions balancing cost, disruption, and effectiveness



Flexible Scheduling

We work around your operational requirements



Responsive Support

Direct access to experienced project managers who understand your portfolio

Industry-Leading Capability

Tackling challenges others can't:

- ✓ PADI-trained dive engineers for operational pools
- ✓ Specialist hydrant detection (rare UK capability)
- ✓ Advanced tracer gas and thermal imaging
- ✓ Acoustic correlation for deeply buried leaks
- ✓ Comprehensive moisture mapping
- ✓ Sky cameras for roof inspections
- ✓ Specialised testing for every scenario

When conventional methods fail, **SOS delivers.**

Award-Winning Standards



What Our Customers Say

“Actually found the leak to be external... Fabulous 5 stars from us.”

“Extremely hard-to-find leak under wooden floor. Highly recommend.”

“From start to finish the company were excellent... A superb team.”



4.8/5 Trustpilot rating from 500+ verified reviews

Ready to Protect Your Portfolio?

Whether facing an urgent leak or establishing proactive partnership, we're here to help.



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sosleakdetection.com

enquiries@sosleakdetection.com



Emergency Response

24/7 callout for urgent situations



Planned Surveys

Proactive detection for portfolios and high-risk buildings



ESG Compliance Support

Documentation for CSRD, ESRS E3, GRI 303, CDP disclosure



FM Partnerships

Preferred supplier arrangements with dedicated account management



Visit sosleakdetection.com/resources for:

Best practice guides - ESG reporting templates - Case studies - Technical documentation