

Duchess House Centenary Quay

LOCATION

Southampton

CLIENT

Crest Nicholson

SECTOR

Residential

PROJECT TYPE

Refurbishment



Project Overview

Located in the heart of Southampton, Duchess House at Centenary Quay had been suffering from persistent roof leaks for years. Axter were commissioned, alongside DMB Roofing, to deliver a long-term waterproofing solution that could address years of water ingress and restore confidence for residents.

Challenges

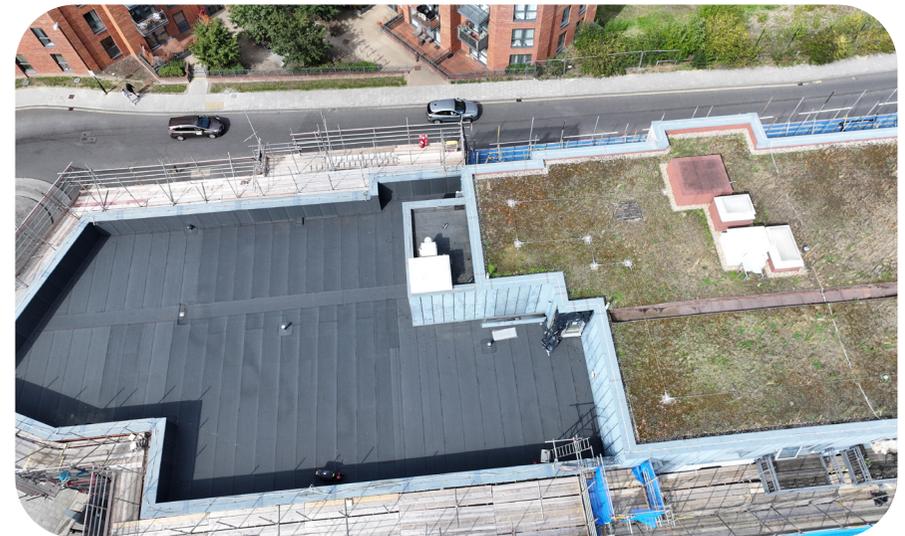
The existing roof had been leaking heavily for approximately 10 years, leaving widespread trapped water beneath the surface. The site presented several logistical challenges.

The faulty roof was situated above occupied domestic apartments, requiring strict coordination around residents and a speedy installation to minimise disruption as much as possible. With residents in-situ, and due to the busy location of the building, overall site logistics created difficulties. Skips, deliveries and material movements had to be carefully banksman-controlled. Safety management was also critical, as works needed to stop when residents moved through the site.

These constraints made site organisation, health and safety, and sequencing as crucial as the installation itself.

Roof Survey and Design Development

Before works commenced, a full roof survey was undertaken to understand the extent of existing defects, trapped water, and drainage limitations. This initial assessment provided clarity on the true condition of the roof and allowed the team to design a specification and installation plan that addressed the long-term needs of the building.



Drainage Strategy

The survey and subsequent calculations highlighted that the original scheme had insufficient outlets, which had contributed to persistent ponding and leaks. An additional outlet was therefore incorporated into the design to improve performance. To further optimise water run-off, tapered insulation was installed, ensuring drainage efficiency across all outlets and preventing future standing water.

Solution

Working in close collaboration with Axter, DMB Roofing undertook the strip-up and installation of Axter's Excel system — chosen for its durability, flexibility in application and 30-year guarantees.

Despite the significant amount of trapped water, the strip-up proved straightforward. Axter's torch-on system was installed to specification, with installers noting both the product quality and ease of use.

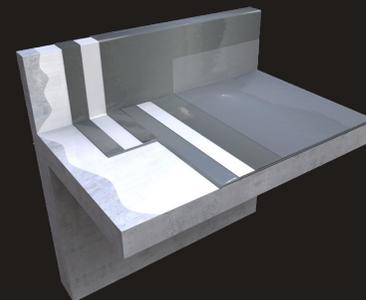
As Principal Contractor, DMB Roofing managed the full health and safety requirements of the project, reinforcing their expertise in both installation and site coordination. Following completion, the roof underwent independent leak testing through Axter's rigorous QA procedure — passing with flying colours, confirming a watertight installation.

Systems in use



Excel®

A durable reinforced bitumen waterproofing system using Axter's Alpa polymer technology to deliver a service life of 50+ years, broad design flexibility, and compliance with UK and European standards.



Starcoat PMMA®

A flame-free, rapid-curing cold applied liquid waterproofing system based on polymethyl methacrylate, suitable for flat, zero-pitch and pitched roofs including complex and difficult-to-access areas.

Outcome

The project has delivered a watertight, durable new roof for Duchess House, resolving a long-standing problem for residents. Installers praised the Axter system for its performance, aesthetics, and installer-friendly characteristics:

“Axter’s systems are fantastic — they really work well. The product is superb, installers enjoy working with it, and the final finish looks great.”

— Dan Beagley, DMB Roofing

This project represents the largest Axter installation completed to date by DMB Roofing, further strengthening a partnership that has grown over six years. With multiple ongoing projects spanning Ecoflex, Wilotekt-Plus, and Starcoat systems, DMB and Axter continue to collaborate on delivering high-performance waterproofing systems nationwide.





For more information, get in touch with **our experts:**

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