



from
**Southern
Water** 

in partnership with
 **Clancy**

Ref: PRN 752084
Date: 10 July 2024
Tel: 0330 303 0368

Dear Customer,

We're reducing sewer inundation and foul flooding in your area

From late July, we're carrying out work in your local area to address the infiltration of surface water and ground water into the Sayers Common sewer network.

What are we doing?

- We'll reline up to 1812m of the public sewer to address the groundwater infiltration issues within the sewer pipes.
- We'll also seal or re-cover selected manholes under the flood line to address the entry of surface water into the foul sewer via manholes.
- We will put new flow monitors into our sewer network so that we can assess the impact of flows from any new developments on foul sewer network.
- We'll carry out connectivity surveys to see if rainwater from roof tops is going into the wrong drainage system.
- We'll carry out refurbishment work to the Reeds Lane Storage Tank, so it works to its optimum efficiency again.

When does work start?

We're starting work on Monday 29 July and we expect to finish in December 2024, but this may change. We will stay in the area until the work is completed.

How will this affect me?

- From Monday 29 July 2024 until December 2024, we'll be working in the areas of B2118 London Road, Reeds Lane, Dunlop Close and Berrylands Farm.
- We'll have traffic lights in place during our works. The lights will be removed overnight and when we are not working on site.
- The work will be done in small sections at a time to help minimise impact to residents starting on London Road. You'll find a copy of our work programme at the end of this letter.
Please note this is only an indication of dates as our work programme can change due to unforeseen circumstances.

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- Our normal working hours are 7.30am to 5pm Monday to Friday but we'll not start any noisy work until after 8am. It may be necessary for us to extend our working hours, but this will only be if required.

More Information

Please find a list of the questions and answers from the public meeting on Monday 24 June.

Keeping you updated – sign up for email updates

If you would like to be added to our mailing list to receive any updates on the progress of our work, please email jenny.keirle@theclancygroup.co.uk

Your local representatives will also post updates on the village Facebook page and the Parish Council will be kept up to date so they can share information too.

How to contact us

Please contact Jenny Keirle, Clancy Customer Liaison, on 07970 689576 or email jenny.keirle@theclancygroup.co.uk Monday to Friday, 9am to 5pm.

Alternatively, please call Southern Water on 0330 3030 368. Just tell us you're calling about Capital Projects, with Project Reference Number (PRN)752084, so we can help you more quickly. Or you can fill in the contact form at www.southernwater.co.uk/help-advice/contact-us

We would like to thank you for your understanding whilst we undertake this important work.

Yours faithfully,

Joseph Whitehead

Joseph Whitehead
Project Manager

Using your information: We use the information you give us to resolve your queries and provide you with water and wastewater services. We also collect feedback to help us improve our services To find out more please visit southernwater.co.uk/privacy



Questions raised at the Meeting in the Village Hall (24 June)

1. Where will you be working and when?

We are due to start on July 29 July but the programme is very flexible as we may find some parts of the sewer do not need relining in which case we will move on to the next section. In other areas the work may take longer than anticipated. If you would like to be kept updated on a regular basis, please sign up for the e-mail mailing list or check your local Facebook page.

2. Will you be digging up the road?

No. We pull the liner through from one manhole to the next one.

3. Will the relined pipe be smaller in diameter? Does it impact the flow volume?

The liner is very thin so the reduction in the diameter of the pipe is negligible. There is no impact on the flow volume the pipe can carry.

4. Who is your Contractor?

Clancy are our contractors. For any queries regarding the work please contact jenny.keirle@theclancygroup.co.uk

5. Are you ready for future growth? Why doesn't Southern Water say 'no' to developers?

Our priority is to meet our legal duty to provide access to the public sewer network and water supply, delivering the right infrastructure in the right place, at the right time, and in collaboration with the Local Planning Authorities (LPAs) and developers. Under the Water Industry Act 1991 we have a duty to provide a suitable sewer network and the opportunity for all domestic properties to connect to the sewer system. This ultimately equates to a 'right to connect' which prevents us from refusing connections. Simultaneously, we have a duty to ensure that the service we provide to our existing customers does not deteriorate as a result of new homes being built.

Water companies are not statutory consultees on planning applications however, we encourage planning authorities to consult with us on applications which may have a significant impact, or be impacted by our assets. In situations such as this, we would normally rely on the council putting in place the relevant conditions for the protection of our assets on any planning approval.

When the application comes in for planning, we undertake detailed detriment analysis to check for capacity, if there are any issues we will let the council know and they should condition the development to occupy the site in time for us to deliver the extra capacity needed. We will then carry out further investigation and if upgrades are needed then we will design something suitable to accommodate the development.

6. Are you working with Highways and the Council, as there is more than one issue here?

Yes, we work closely with them. However, we have no authority or right to work on their drains. We talk regularly with them to encourage a multi-agency approach.

7. How long does Southern Water carry out flow monitoring for?

We monitor flows for at least seven weeks and then we review if that is sufficient data. We cannot share the data with the community as it is commercially sensitive information.

8. What improvement do you think you will get from the relining work?

While we don't expect the current phase of works to solve all issues, we expect to see a significant reduction in the amount of tankering and foul flooding in the area.

9. There are more housing developments expected in the area – why aren't you building bigger pipes rather than relining the old small ones? Won't this cost more in the long term?

We need to remove the surface water from the network so that it is operating correctly before we can consider any upgrades, like bigger pipes. Otherwise we just move the problem to a different part of the catchment. This "Group One" project will reduce the likelihood of sewage flooding next winter. Sayers Common is a priority area for further work during our next funding cycle, which is called AMP 8 (Asset Management Plan). This business plan cycle runs from April 2025 to March 2030.

Schedule of works

PLEASE NOTE THIS IS ONLY AN INDICATION AND IS SUBJECT TO CHANGE

Road Name / Location	Start Date	Finish Date
B2118 London Road/Private	29/07/2024	02/08/2024
B2118 London Road	05/08/2024	22/08/2024
Reeds Lane	23/08/2024	13/09/2024
Dunlop Close	16/09/2024	17/09/2024
Berrylands Farm	18/09/2024	19/09/2024
B2118 London Road	20/09/2024	15/11/2024
Reeds Lane	18/11/2024	05/12/2024
B2118 London Road	06/12/2024	16/12/2024