



11<sup>th</sup> October 2016  
Project title: Tansley

Dear customer

## We're making improvements that may affect you

- Replacing the old water pipes with new on Church Street, Whitlea Lane, Green Lane, Spout Lane, The Knoll, The Rocks, Oaksedge Lane, Homefield Close and Riber View Close.
- Work is due to start 24<sup>th</sup> October 2016 and is estimated to take 23 weeks to complete

PLEASE KEEP THIS LETTER FOR CONTACT DETAILS AND TIMESCALES

### Why are we doing this work?

Our pipes have been serving your local community for many years but are now starting to get a bit tired and are at risk of leaks and bursts. To make sure your water supply is always there when you need it, we're investing £261,450 to replace approximately 2.1k of water pipes in your area and transfer services.

### How is the work being managed?

We understand that there's no good time to apply temporary traffic restrictions on busy roads but we have to make sure that the work is carried out with everyone's safety in mind. We've been talking to the local Highway Authority and it's essential we use the traffic management on the following page during construction.

### Who do I speak to about these works?

Our contract partner, Laing O'Rourke, is carrying out the work and can be contacted on the following numbers:

- Between 8am and 5pm Monday to Friday please call **01332 288047**
- After 5pm Monday to Friday and during weekends please call **07909 872113**.
- Alternatively, between 8am and 4pm Monday to Friday, please call our Site Agent Brett Fryer **07825 676393**

If your call is about your water supply or sewerage service, you can call our Customer Operations Service Centre on 0800 783 4444.

Retail Businesses: If you own and operate a business with customers who purchase goods or services from you and our works are affecting your custom then please contact our Business Compensation Manager on [carl.billings@severntrent.co.uk](mailto:carl.billings@severntrent.co.uk).

**Residents will have access to homes and customers will have access to businesses.**

We'll do our best to keep disruption to a minimum and apologise for any inconvenience caused during our works.

**PLEASE TURN OVER FOR THE COMPLETE STREET LIST WITH THE REQUIRED TRAFFIC MANAGEMENT AND A HIGHLIGHTED MAP OF OUR WORKS**

## Street List

### Affected Streets and dates

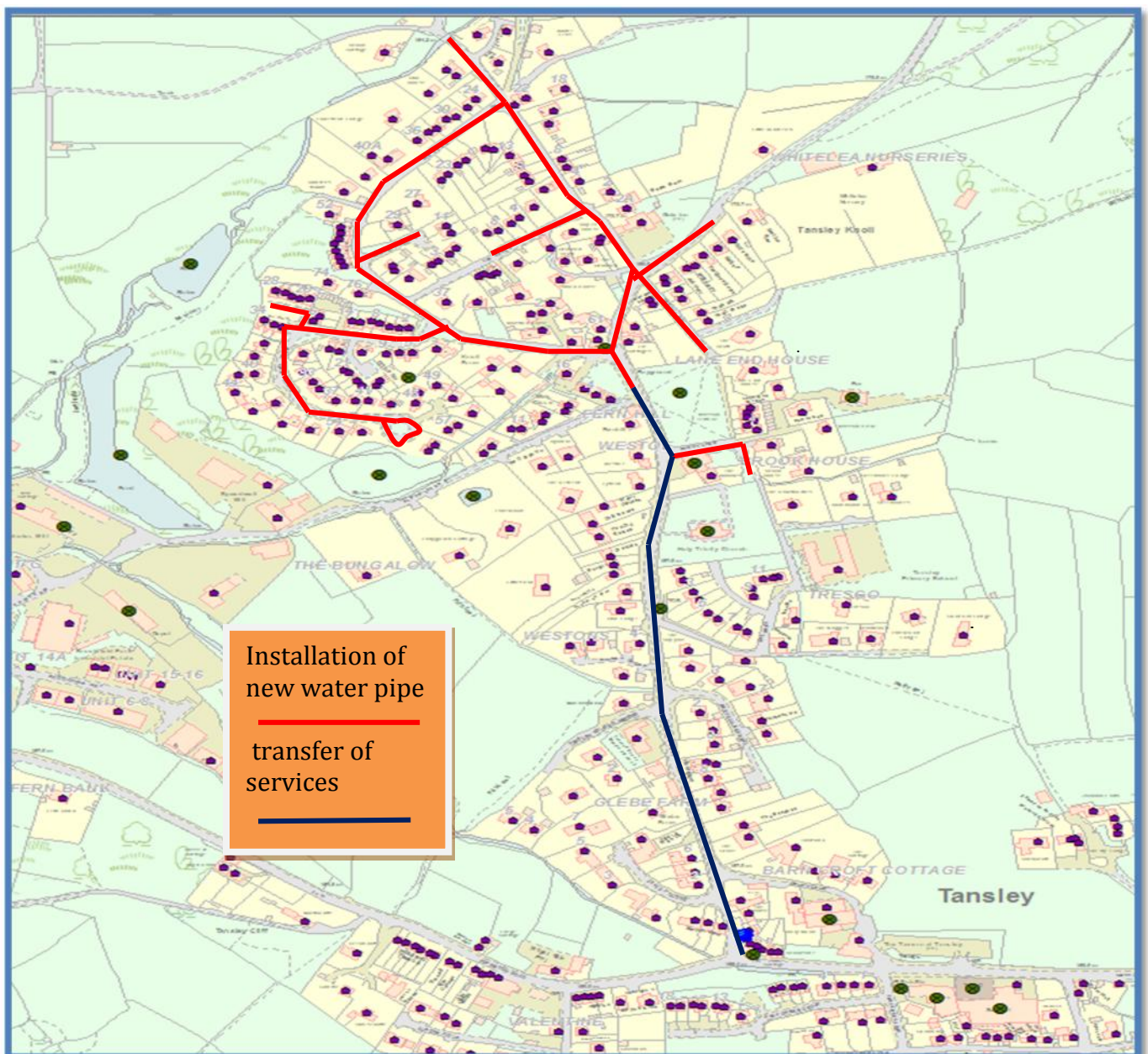
Church Street – 24<sup>th</sup> Oct – 16<sup>th</sup> Dec  
Whitelea Lane – 5<sup>th</sup> Dec – 9<sup>th</sup> Dec  
Green Lane – 19<sup>th</sup> Dec – 23<sup>rd</sup> Dec  
Spout Lane - 3<sup>rd</sup> Jan – 16<sup>th</sup> Jan  
The Knoll – 17<sup>th</sup> Jan – 13<sup>th</sup> Mar  
The Rocks – 24<sup>th</sup> Jan – 30<sup>th</sup> Jan  
Oaksedge Lane – 7<sup>th</sup> Feb – 20<sup>th</sup> Feb  
Homefield Close – 28<sup>th</sup> Feb – 6<sup>th</sup> Mar  
Riber View Close – 14<sup>th</sup> Mar – 3<sup>rd</sup> Apr

### Traffic Management

Road Closure, please follow implemented diversion route  
Road Closure, please follow implemented diversion route  
Signage and barriers  
Signage and barriers – private lane closure  
Road Closure, please follow implemented diversion route  
Road Closure, please follow implemented diversion route  
Signage and barriers  
Signage and barriers  
Signage and barriers

**The buses will have NO access to Church Street from the 24<sup>th</sup> October to the 30<sup>th</sup> October. We will endeavour to accommodate the buses throughout the rest of the Church Street works from the 31<sup>st</sup> October.**

### Our work at a glance:



Thank you

John Springett, Programme Engineer, Severn Trent Water