

LIVING WATER
loving
SUNDERLAND



INVESTMENT • COMMUNITY • ENVIRONMENT

LOOKING AFTER THE ENVIRONMENT AND REDUCING THE RISK OF FLOODING TO HOMES AND BUSINESSES ARE TWO OF OUR TOP PRIORITIES.

As part of this commitment, and to help make Sunderland a great place to live, work and visit, we are investing £8 million to upgrade our sewer network. Research shows that every £1 we invest creates a ripple effect of 80 pence additional spend.



The one-year scheme, which will begin in September 2016, will improve the performance and resilience of our sewer network in the Roker, Seaburn, Cleadon and St Peter's areas. Our partner ESH-MWH will be carrying out this work on our behalf.

Work will involve reducing the amount of surface water that enters the sewer network which will increase its capacity – this is particularly important during times of rainfall.

As a result, the amount of times that waste water is discharged into the sea at Whitburn Steel pumping station, and into the River Wear, near St Peter's Church, will be reduced.

To ensure that we choose the best solutions, and minimise the impact of our work on the local community, we are working with Sunderland City Council and South Tyneside Council to maximise the scheme benefits.

WHERE WE WILL BE WORKING AND WHAT THE WORK WILL INVOLVE.



FULWELL ROAD, ROKER BATHS ROAD AND SURROUNDING STREETS IN ROKER

We will install new sewer pipes in Roker Park, Roker Baths Road, in a small section of Fullwell Road and in some surrounding streets.

These pipes will help us to increase storage within the sewer network in times of heavy rainfall.

We are also going to install sustainable drainage solutions in the Fulwell Road and Roker Park areas. These will include rainwater gardens and grassed detention basins.

Sustainable drainage solutions such as these have wider social and environmental benefits, as they create a green space for people to go to in an urban area and create wildlife habitats.

FARMLAND TO THE NORTH OF MERE KNOLLS CEMETERY AND OCEAN PARK AREA, SEABURN

We will construct an underground storage tank in the farmland.

Access for construction traffic and future maintenance will be via a new access track from the Ocean Park area.

New sewers will be installed to remove surface water from Morrison's supermarket, and the surrounding area, and to transfer it to Cut Throat Dene.

The new pipes will be installed in the council-owned car park and footpath adjacent to Whitburn Road and will involve crossing the road leading to Seafields. Access will be maintained at all times.

WHERE WE WILL BE WORKING AND WHAT THE WORK WILL INVOLVE.

BOLDON FLATS, CLEADON

We will remove surface water, which currently enters into our sewer network from farmland, and transfer it via a new pipe to Cut Throat Dene. A new sewer will also be installed to collect surface water from West Meadows Road.

ST PETER'S RIVERSIDE

We will construct an underground storage tank in the grassed area between City of Sunderland St Peter's Sixth Form College and the River Wear.

We have worked closely with the University of Sunderland to ensure the location of the storage tank does not impact on future development of the area.



TRAFFIC MANAGEMENT SCHEDULE.

We will provide you with more detailed information before we work in your street.



FULWELL ROAD AREA September 2016 - May 2017

Road closures on sections of Primrose Crescent, Laburnum Road, Cromarty Street and Sutherland Street.



ROKER PARK AREA September 2016 - August 2017

Road closures on sections of Glenthorpe Avenue, Benedict Road, St. Andrew's Terrace, Roker Park Terrace and Ravine Terrace.

Traffic lights on Gillside Grove, St. George's Terrace and Park Parade.



ROKER BATHS ROAD AREA March 2017 - July 2017

Road closures on sections of Beatrice Street and Ripon Street.

Traffic lights on Lonsdale Road, Roker Baths Road and Midfield Drive.



OCEAN PARK AREA November 2017 - December 2017

Traffic lights on Seafields and Whitburn Road.



BOLDON FLATS March 2017 - June 2017

Traffic lights on Moor Lane.

Please note, we will not be working in individual streets for the time periods specified above. These dates indicate when we will be working in different areas and are subject to change as the scheme progresses.

BOGUS CALLERS.

Please be aware that bogus callers, people who claim to be employed by Northumbrian Water or 'the water board', but who are only interested in stealing from your home, are known to operate in our supply area.

All our employees carry official identity cards which we strongly advise you to check before letting anyone into your home. If you are in any doubt about the validity of a caller claiming to be from Northumbrian Water do not let them into your property. Call the police immediately to report this, or our customer centre on **0345 717 1100**, to confirm they are genuine.

Our employees will not object to waiting outside while you carry out these checks. For extra peace of mind customers can register a password with us – if we need access to your home we will know and use this word.

ANSWERS TO FREQUENTLY ASKED QUESTIONS.



What will the working hours be?

Typical working hours will be **Monday to Friday**, between **8.00am** and **6.00pm**. If required, work may also be carried out between **8.00am** and **1.00pm** on a Saturday.



Will there be dust, vibration and noise?

The construction work will involve the use of large machinery, road cutting equipment, digging up ground, pouring concrete and working with granular materials which will result in some dust, vibration and noise. The site team will use dust suppression techniques, where appropriate, and vibration monitoring equipment to make sure that the works are carried out safely.



Will vehicle access to my property be maintained?

The construction works on the main roads will require a phased road closure to be in place. The site team will work in short lengths of 40 or 50 metres, closing only one working section at a time.

There may be some occasions where we need to close a longer length of road to ensure the safety of road users. We will let you know in advance if this is the case. You should be able to park within approximately 20 metres of your property during any partial road closure.



Will the work cause disruption?

With large construction work it is inevitable that there will be some disruption in the immediate vicinity of the work. There will also be an increase in heavy traffic in the area, with vehicles transporting materials to and from the working sites and site compound.



Will the roads be kept clean during the works?

The work will involve digging up and transporting large volumes of soil and other excavated materials to storage or for disposal, which may cause dirt on the roads. The site team will employ a road cleaning specialist with mechanical road sweepers which will be used when required to maintain the roads affected.



What level of reinstatement will be provided?

The level of reinstatement will be agreed with City of Sunderland and South Tyneside Councils and in accordance with national standards. Resurfacing and reinstatements are likely to be carried out in two phases.

- Temporary resurfacing and reinstatement will immediately follow the construction work to allow us to reopen the road for access to properties.
- The permanent reinstatement of the roads will be completed after a period of settlement and final agreement with the City of Sunderland and South Tyneside Council highways teams.



What happens on bin collection days?

If the collection wagon cannot get to your property, please put your bin out as normal and the site team will ensure the bins are moved to a place where they can be emptied. In the unlikely event that a bin collection is abandoned, we will arrange a revisit.



How will residents be kept updated?

For information and advice please contact us on 0345 717 1100 or log onto our community portal www.nwlcommunityportal.co.uk.

Our partner carrying out this work on our behalf, ESH-MWH, will advise you before they are going to work in your street. We will also be establishing a customer information centre in our contractor's main site compound area on Roker Baths Road where customers can call in at any time during working hours to have a chat with a member of the project team and get more information and advice.



How will traffic management affect local services, business and emergency services?

We have been working closely with representatives from City of Sunderland and South Tyneside Councils to minimise disruption and make sure that appropriate diversions will be in place to allow access through the main roads. Traffic management plan has also been included on [page five](#).

KEEPING OUR CUSTOMERS INFORMED

If you require any further information or advice:



call us on **0345 717 1100**

For project news, up to date traffic information and progress updates, please visit our community portal:

WWW.NWLCOMMUNITYPORTAL.CO.UK

You can also follow Northumbrian Water on twitter:



[@nwater_care](https://twitter.com/nwater_care)

[@NorthumbrianH20](https://twitter.com/NorthumbrianH20)

