

Our Ref: C2587/CT/039

27 April 2017

Dear Customer

Construction Work in your area – Roker

As you know Northumbrian Water are working in your area. The £8 million scheme to improve the performance and resilience of the sewer network in the Roker, Seaburn and St Peter's areas of Sunderland started early September 2016.

We wrote on 10 April 2017 advising of road closures on Brandling Street and Grantham Road at the junctions with Roker Baths Road which was planned for Tuesday 18 April 2017. As we worked, we found unexpected services in the road which slowed our progress and we now expect to reach this area on **Tuesday 2 May 2017**. Two way traffic lights will be in place for the duration of this section of work, for a 3 week period. During this time it will not be possible to access either Grantham Road or Brandling Street from Roker Baths Road, diversions will be in place.

It is inevitable that there will be some disruption in the immediate vicinity, but please be assured that we will do our best to minimise any inconvenience to you. If you envisage any issues or concerns then please contact us so we can discuss potential solutions.

Bin collections will be as normal. If the collection wagon is unable to access your property, the site team will make sure your bins are moved to a place where they can be emptied. In the unlikely event that a bin collection is abandoned, we will let you know and liaise with the local authority to agree a revisit.

The site compound on Roker Baths Road, opposite The New Derby public house, includes a Customer Centre; a representative will be on site from 8.30am to 4pm, Monday to Friday. Please feel free to drop by to discuss any queries that may arise.

We hope you appreciate that this work is necessary to improve the existing sewerage system and to reduce the risk of flooding and pollution. We thank you in advance for your patience and cooperation whilst we carry out this essential work.

We often resolve issues more effectively if we can discuss them with you first. If you have any site related issues or concerns during the course of this work, please talk to us about it. You can contact our site team on **0191 377 4500** between 8am and 5pm Monday to Friday. Regular updates are also published via The Portal which can be found by visiting www.nwlcommunityportal.co.uk and following the Sunderland link.

Alternatively, you can contact the Northumbrian Water customer centre on 0345 717 1100 or log onto www.nwl.co.uk to arrange for a call back from the project team.

Yours sincerely

Christine Taylor

Christine Taylor
Customer Service Manager

