

Our Ref: C2587/CT/042

3 May 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.

A little while ago we carried out work in Laburnum Road and left the road temporarily reinstated. We have now programmed in time to permanently reinstate this road back to the standard that it was before we started. Work will start on this stretch of road at 08:00 on Thursday 11 May 2017 and is expected to last no more than 2 working days. It will be necessary to close the road to repair the surface. Please remove cars from the area of the proposed works.

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

