

Our Ref: C2587/CT/054

05 July 2017

Dear Customer

### **Construction Work in your area – Sea View Gardens**

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.

On Monday 10 July 2017 work starts On Sea View Gardens at the junction with Roker Park Road. The work will be completed within 3 weeks. Please refrain from parking in the area shown on the attached plan from 08:00 on Monday 10 July 2017

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.

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 or by visiting [www.nwlcommunityportal.co.uk](http://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](http://www.nwl.co.uk) to arrange for a call back from the project team.

Yours sincerely

*Christine Taylor*

Christine Taylor  
**Customer Service Manager**



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