

**Our Ref: Fenham**

**13 August 2018**

Dear Customer

**Update on our work near your home**

As part of our commitment to engaging with our customers and keeping them informed, I would like to provide you with a further update on how our work at Fenham Service Reservoir is progressing.

The good news is that our project is nearing completion. This means though that we are now required to import material into the service reservoir and due to the access restrictions on site (including weight restrictions on other routes to site) this means that we will be transporting materials via Linden Avenue, for the remainder of the work. We appreciate that this may be disappointing, but would like to reassure you that we have considered all other possible alternatives before making this decision. We will do all we can to minimise impact to you, and would ask that you please bear with us during this time as you will notice an increase in traffic to the area whilst we import material to the site.

As a result of feedback from you, our customers, I am able to confirm that we have made some changes to our working practices in order to mitigate impact whilst we are in the next phase of works. Based on the things you have told us are important, we have made arrangements, from this week, for a representative from Mott Macdonald Bentley (MMB) to be positioned at the end of Linden Avenue to manage deliveries and vehicles which arrive before 8am. In addition, a gateman will be permanently in place at the site entrance via Linden Avenue during the day, to mitigate the impact of the vehicles using this route to site, and to manage traffic flow. Smaller vehicles are required to use West Road where possible, and we will work to keep the number using the Linden Avenue entrance to an absolute minimum.

The new service reservoir is smaller than the original and the difference in the ground level has to be made up. The material being brought to site is to backfill the difference between the original service reservoir and the new one. This phase of the project is not a change to the original programme and is required as part of the contract and planning

consent for the work. It is really important that we complete this work, and due to its makeup we have to use the Linden Avenue site entrance to do so.

We did anticipate that work would be completed in September 2018 but due to operational restraints on site we now expect that all work – including soft landscaping and road resurfacing in Linden Avenue – to be complete by 30 November 2018. We are sorry that our schedule has changed, and will keep you updated as we move forward. We are also arranging a further customer event for residents to meet the project team and find out more about the project. I will write separately to share more information on this.

If you require any further information or advice please contact our Customer Centre on 0345 717 1100 or tweet us @nwater\_care to request a call back from the Project Team. Thank you for your continued patience and understanding while we work to complete this project.

You can also find out more information about the project and receive regular updates on our community portal at [www.nwlcommunityportal.co.uk](http://www.nwlcommunityportal.co.uk) which is updated regularly under the Fenham project link.

Yours sincerely

**Paul Richardson**  
**Project Manager**

**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.**