Our Ref: SN016/0223

14 June 2017

Dear Customer

**We’re planning some work in your area**

You may recall I wrote to you in May to update you on the progress we are making with the flood risk reduction project planned for Arkley Crescent. I am please to report the discussions with the utilities companies regarding their diversions are sufficiently advanced for Northumbrian Water to confirm that sewer improvement works will commence in July as planned.

Our experienced partner, Mott MacDonald Bentley will carry out this work on our behalf. A new sewer will be installed in **West View Road** and the new storage tank to the rear of **Arkley Crescent**. The existing sewers within **Arkley Crescent**, **Miers Avenue** and **Bruce Crescent** will be increased in size. I have enclosed a plan which shows where the work will take place.

All works to be undertaken in the public highway will be constructed within a phased road closure and signage will indicate the diversionary routes. We plan to work within short lengths of the highway only closing up to 50m at one time. We will maintain resident’s access outside working hours, working with you through the day to ensure that disruption is kept to a minimum. Footpaths will remain open throughout. Parking should be available within 25m when working directly outside your property.

This work will begin on **Monday** **3 July 2017** and we expect to be complete by **Friday 2 February 2018.** If you are going to be directly affected by the work the Mott MacDonald Bentley team will let you know the dates the road closure will be outside your home / business, one week before, by putting a card through your door.

We are working closely with **Hartlepool Borough Council** to reduce the disruption and will do our best to minimise any inconvenience to you. You may experience some noise, dirt and restricted access. Typical working hours will be between **8.00am** and **5.00pm,** **Monday to Friday**.

**You can please help us by:**

* letting us know if you, or any family, friends or neighbours, will require special assistance from us while we complete this work;
* removing your car from the street in the vicinity of the working area between the hours of 08:00and 18:00**,** as work proceeds;
* Checking the plan to familiarise yourself with our proposed working areas.

Northumbrian Water’s community portal, [**www.nwlcommunityportal.co.uk**](http://www.nwlcommunityportal.co.uk)will be kept up to date with traffic management information, frequent construction progress updates will be posted. The portal also provides information on what you can expect from us and how we can help you while we work in your area.

If you require more information about these proposals, and to give us your valuable feedback, please visit the portal. Alternatively please contact our Customer Contact centre on **0345 717 1100**.or tweet us @nwater\_care. Whichever way is best, we’d really like to hear from you.

Thank you, in advance, for your cooperation and patience while we carry out this vital work.

Yours sincerely



**Ian Davison**

**Project Manager**