

Our Ref: SN018/0071

17 October 2019

Dear Customer

Rookery Gardens – Important update on ongoing work in your area

As you will be aware, our experienced partner, Mott MacDonald Bentley began construction work on Monday 30 September 2019 associated with a new section of surface water sewer from School Cottages to 2 Rookery Gardens.

Heavy rainfall over the last two weeks has resulted in highway flooding at the entrance to the cul-de-sac which has had an effect on our construction work. We have also encountered the existing surface water culvert within our excavation work. The location and condition of the culvert has had a further impact on our progress and required a slight change to the design.

While these delays have impacted on our progress we are confident that we can make this time up over the next few weeks and still envisage completing the major drainage work **before Christmas**. Due to the condition of the existing culvert crossing The Lane, we will need to carry out further localised drainage work which we expect to take no more than two weeks to complete. This will be scheduled to follow once the main sewer has been installed and depending on progress, will be carried out either before Christmas or immediately in the New Year.

Enabling work at the entrance to Rookery Gardens will begin on **Tuesday 22 October** and is necessary to ensure that we can maintain vehicular access to the cul-de-sac and will require us to extend the existing traffic management into the estate.

As previously discussed, we will need to temporarily close the footpath on both sides of the street at the entrance to Rookery Gardens during working hours.

Having discussed alternative pedestrian access on and off the estate, we have agreed with Durham County Council to introduce temporary advisory signs either side of the designated crossing on Middridge Road.

In addition we have also made arrangements with the owner of Dinard to utilise an existing informal footpath through the property during working hours for the **sole use of Rookery Gardens' residents**. Outside of working hours, we will reduce our working area and re-establish pedestrian access around our work and on to The Lane.

I'd like to take this opportunity to thank you for your patience and understanding while we carry out our work and please be assured that we'll continue do everything we can to reduce disruption as we progress.

You can find out more information about the project and receive regular updates whilst works are in progress at www.nwlcommunityportal.co.uk following the link to the **Rookery Gardens** page.

Yours sincerely



Paul Davison
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.