

25 January 2019

Our Ref: SN016/0215

Dear Customer

We're planning some work in your area

You will recall that I wrote to you in June last year to let you know about some important work we are planning near your home. I also enjoyed the opportunity to meet with those of you who were able to attend the public consultation which took place on 16 July 2018.

We are now ready to begin the project to reduce the risk of flooding in your area. This work will involve the construction of a new sewer in the highway verge to Beach Road, from the Swimming Pool to Whitehouse Primary School.

We will also be creating detention basins, in the northern verge adjacent to Beach Road. These are often called sustainable drainage solutions (SuDs) and separate surface water from the public sewer network and therefore help further alleviate the risk of flooding.

Our experienced partner **Esh-Stantec** will be carrying out the project on our behalf which will begin on **Monday 4 March 2019**. We expect the work to be completed by the end of **October 2019**.

Please find enclosed a plan showing the areas where we will be working. Looking after the environment and reducing the risk of flooding to homes and businesses are two of our top priorities and I would like to thank you in advance for your patience while we undertake this essential work.

Please find enclosed a leaflet 'Our Guiding Principles' which gives further information, advice and answers to some frequently asked questions.

You can also find out more information about this project and receive regular updates as work progresses on our community portal at www.nwlcommunityportal.co.uk following the link to the **Monkswood** page.

Alternatively, you can telephone our customer contact centre on **0345 717 1100** or tweet us **@nwater_care** to speak to a member of our Project Team. Whichever way is best, we'd really like to hear from you.

Yours faithfully

Ashley Ferguson
Project Manager