

Our Ref: SN011/0219

21 January 2019

Dear Customer

We're planning some work in your area

I was in touch last year to let you know that Northumbrian Water is planning to invest over £2 million in your area to improve the performance of our sewer network.

I am now writing to let you know that construction of the flood alleviation scheme will begin in the week commencing **Monday 4 February 2019**. The work will involve the installation of 1300 metres of new sewers which will reduce the risk of flooding in the area.

We will initially be working within the site which forms part of **Cleveland Lodge** creating an outlet from the proposed Sustainable Urban Drainage (SuDs) basin to the public sewer in Newton Road by tunneling under the tree line. A further tunnel will also be constructed early in the programme to link Farm Garth to Cleveland Lodge and then work will progress to upgrade the sewers in **Farm Garth, Roseberry Crescent, Roseberry Road, Roseberry Avenue, Wheatlands and Newton Road, Great Ayton**.

Our experienced partner **Esh-Stantec** will be carrying out the work on our behalf which we expect to be complete by the end of **November 2019**. We will let you know in advance when we will be working directly in your street.

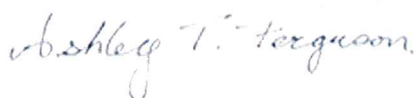
Looking after the environment and reducing the risk of flooding to homes and businesses are two of our top priorities and I would like to thank you in advance for your patience while we undertake this essential work.

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 progress on our community portal at www.nwlcommunityportal.co.uk following the link to the **Roseberry** 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