

# Church Lane, Headley



## Road closure information

**We're investing in an important water mains renewal project in the Headley area to secure safe and reliable drinking water supplies for homes and businesses.**

Phase one of the project will involve closing Church Lane to replace the old water main. We will lay a new 180mm pipe, which will provide safe and reliable drinking water supplies for homes and businesses. The second phase of the project will involve replacing the water mains in Headley Common Road.

### What does it involve?

This part of the project (phase one, Church Lane) will involve replacing almost 1.2 kilometres (0.75 miles) of pipe. The enclosed booklet '**keeping you water flowing**' explains the four stages of laying a water main: laying the main, quality testing, transferring property supply pipes and disconnecting the old main. It also answers questions about our process for restoring the road.

### Work on your property

The booklet also explains that it may be necessary to carry out a small amount of work on your property in order to remove the original stopcock and replace the old pipe. Please rest assured that if any of your property is disturbed it will be fully reinstated as part of our works. You may however have reasons why you would prefer us not to disturb your property, such as a newly laid driveway for example. If this is the case, please return the slip on page 3 of this factsheet.

### Traffic management

Due to the location of the existing water main and a number of other utilities already in the ground, we will need to work in the public highway. To keep residents, motorists and our workforce safe we have to put traffic management systems in place. This will include the closure of Church Lane between the junctions of Hurst Lane and Leech Lane.

Road closures are used when we are unable to provide the required legal distances around our works. The road will be closed in 250 to 300m sections at a time (starting at the junction of Hurst Lane) and within these sections the road will be fully reinstated before we move on to the next phase. Access to property driveways within a closed section will be provided throughout, however residents will need to follow the signed diversion route.

All traffic management arrangements and necessary diversions will be advertised on our website at [seswater.co.uk/Headley](http://seswater.co.uk/Headley) and information boards will be visible in the affected areas prior to the closure being implemented. Please find enclosed a plan showing the diversion route which has been approved by Surrey County Council.

### Timetable of work

We plan to start work week commencing Monday 6 January 2020 and plan to be finished by summer 2020 at earliest. The duration of the road closure itself is largely dependent on method of installation and the traffic management requirements for later phases. The most up to date programme information will be added to our website as the scheme progresses.

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Our delivery partner Clancy Docwra will be working on site between 7:30am to 5pm Monday to Friday (as well as reduced hours over the weekend). The Church Lane road closure will remain in effect for the duration of the works.

With regards to our work in Headley Common Road, discussions are ongoing with Surrey County Council regarding the exact timings and traffic management options for this phase. We plan on sending a further letter in the new year to update you on Headley Common Road specifically.

### Impact on key services

We have contacted the local bus companies and refuse collection services to inform them of the impending road closure. We are working with both service providers to ensure the impact is kept to a minimum.

If you experience any issues with either of these services, please contact them directly using the details below:

- **Bus Services:**  
[passenger.transport@surreycc.gov.uk](mailto:passenger.transport@surreycc.gov.uk)  
0300 200 1003
- **Refuse Collections:**  
[info@molevalley.gov.uk](mailto:info@molevalley.gov.uk)  
01306 885001

With regards to personal deliveries, please make the relevant company aware that a signed diversion route will be in place during these works.

### Will water supplies be cut off?

Apart from minor interruptions of 30 to 60 minutes as each property is individually connected to the new water mains, water supplies will continue as normal.

We will make sure those customers whose water supply is directly affected by these works are notified in advance.

### What does this mean for businesses, schools and organisations in the area?

We understand the work we carry out can cause disruption and we want to work closely with local businesses, schools and other organisations to help ease any impact.

We would encourage organisations to contact us on 01737 772000 so we can:

- Work closely to plan the specific timing, location and duration of works in the area
- Work together to ensure deliveries can get through and customers can still access any shops, restaurants and businesses
- Provide extra signage to ensure everyone knows it is “business as usual”
- Share information on the scheme to be circulated to residents, customers, employees etc.

Where our work leads to unavoidable disruption to the usual operation of businesses and in particular where there is clear evidence that our work has had an impact on the profits, we will pay compensation for that loss. Please visit our website for more information about our policy for loss of business earnings.

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### Your water meter

As part of the work to renew the water main, if you do not already have a water meter, we will fit one at the boundary of your property - providing you do not share your water supply pipe with one or more of your neighbours. If we are able to fit a meter, we will put a card through your door which will explain how you can make the switch to a metered bill if you wish.

To make the switch even easier, we guarantee that you won't pay more than you are now for your clean water supply by capping your bill up until 31 March 2021. You will pay either your current rate (with any increase due to inflation) or the metered rate based on your usage, whichever is the lowest. Find out more about water meters at [seswater.co.uk/meter](http://seswater.co.uk/meter).

To find out if you are an efficient user visit [seswater.co.uk/saving](http://seswater.co.uk/saving) to try our aqKWa Savings Engine™ for water and energy saving advice. You may also qualify for a free home water efficiency check which includes fitting water-saving devices and leak repairs with our partner SES Home Services.

### Keeping you informed

For more information or to discuss your individual needs, please contact us on 01737 772000.

You can also view regular project updates on our website [seswater.co.uk/Headley](http://seswater.co.uk/Headley)

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### Customer Service Operations

Ref: M0007072/Q20137-3

I request that you do not remove the stopcock located inside my property boundary and I accept responsibility for the old stopcock and section of pipe to the property.

Address .....

Signed ..... Date .....

Print name .....