



Chris Taylor &lt;chris.stuart.taylor@gmail.com&gt;

**IRef:1015053656**

**CUSTOMER.FEEDBACK@thameswater.co.uk** <CUSTOMER.FEEDBACK@thameswater.co.uk> 19 May 2017 at 15:57  
To: chris.stuart.taylor@gmail.com

Thames Water  
Customer Relations  
PO Box 436  
Swindon  
SN38 1TU

**Comments below are those of the  
Thames Water Field Operations  
Specialist.**

Telephone: 0800 009 3902  
Fax: 01793 424291  
Email: [Customer.Feedback@thameswater.co.uk](mailto:Customer.Feedback@thameswater.co.uk)

19 May 2017

Our Ref: 33308399

## Sumatra Road Flood Alleviation Project

Dear Mr Taylor

Thanks for speaking with me today. I'm glad we were able to find the information you needed. Please find this below.

The Sumatra Road strategic foul and surface water flood alleviation project, was completed on 31 March 2008. The project involved sewer upsizing or duplication, new pump station replacement and flow attenuation.

The project covered several houses along the following streets:

Broomsleigh Street  
Dennington Park Rd  
Holmdale Road  
Mill Lane  
Narcissus Road  
Pandora Road  
Ravenshaw Road  
Solent Road  
Sumatra Road

I'm not in a position to give a categorical statement about the likelihood of flooding, however I'd think the design must've been for a 1:15, as was the standard then in Thames Water. Please find the attached map which covers the project area.

If you have any questions about this please call me on **0800 009 3902**. Otherwise, if I don't hear back from you by 5 June 2017, I'll understand there's nothing more you need and I'll close the case.

Our offices are open between the hours of 8am and 5pm, Monday to Friday. If I'm unavailable when you call then you can either leave a message for me, or one of my colleagues will be happy to help.

We'd love to hear about your experience, [please click here](#) to tell us what we are doing well or what we can do better.

Yours sincerely

Emily Dorcwra

Customer Relations

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**The Occupier**  
23A RAVENSHAW STREET  
LONDON  
NW6 1NP

Engineering

Our ref BB 711998  
Name David Meacham  
Phone 0845 9200 800  
Fax 01793 541709  
Date 19 Feb 2008

**Sumatra Road Flood Alleviation Scheme  
Update of Construction**

Dear Resident

As you are aware Thames Water's contractor Barhale has been working in Sumatra Road and adjacent roads for the past six months constructing new sewers in the Sumatra Road area which will reduce the risk of flooding. To accelerate the works, and therefore reduce the long term disruption a number of residents have been inconvenienced by extended working hours where our tunnelling operations have not finished until 7:00PM. I am pleased to inform you that tunnelling will be complete by the middle of March, enabling working hours to resume to standard hours of 07:30AM to 6:00PM.

To complete the flood alleviation scheme, work in Sumatra Road and adjacent roads will still be required to in order to complete the project. This will consist of a new sewer laid in conventional open-cut in Sumatra Road between house numbers 121-167, finishing off the deep shafts and general road reinstatement. It is anticipated that all the outstanding works on site will be completed by the end of June 2008.

If you have any further queries about this work, please call our Customer Centre on 0845 9200 800, quoting your address and our reference number **BB 711998**. The lines are open 24 hours a day, seven days a week.

Yours faithfully

David Meacham  
Project

Thames Water Utilities  
Ltd

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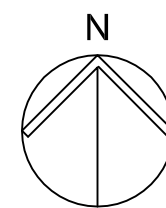
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BASED ON THE ORDNANCE SURVEY MAP WITH THE SANCTION  
OF H.M. STATIONERY OFFICE - LICENCE No. 100019345

NOTE:

1. ALL DIMENSIONS ARE IN MILLIMETRES UNLESS  
NOTED OTHERWISE.



10 m 0 100 m

SCALE 1 : 1000

B FOR CONSTRUCTION	RN	BGD	27.06.07
A FOR ITC	CT	RN	27.09.06
Iss	Description	Chkd	Appd



**Thames Water Utilities**  
**ENGINEERING**

Gainsborough House  
Manor Farm Road, Reading RG2 0JN

Location Code: 0L8F	OS Reference: TQ2584NW/85SW	Security Reference: UBR	Last Accessed: RCM
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Project Group: WASTE WATER NETWORK	Sub Process: N/A
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Location / Town: WEST HAMPSTEAD

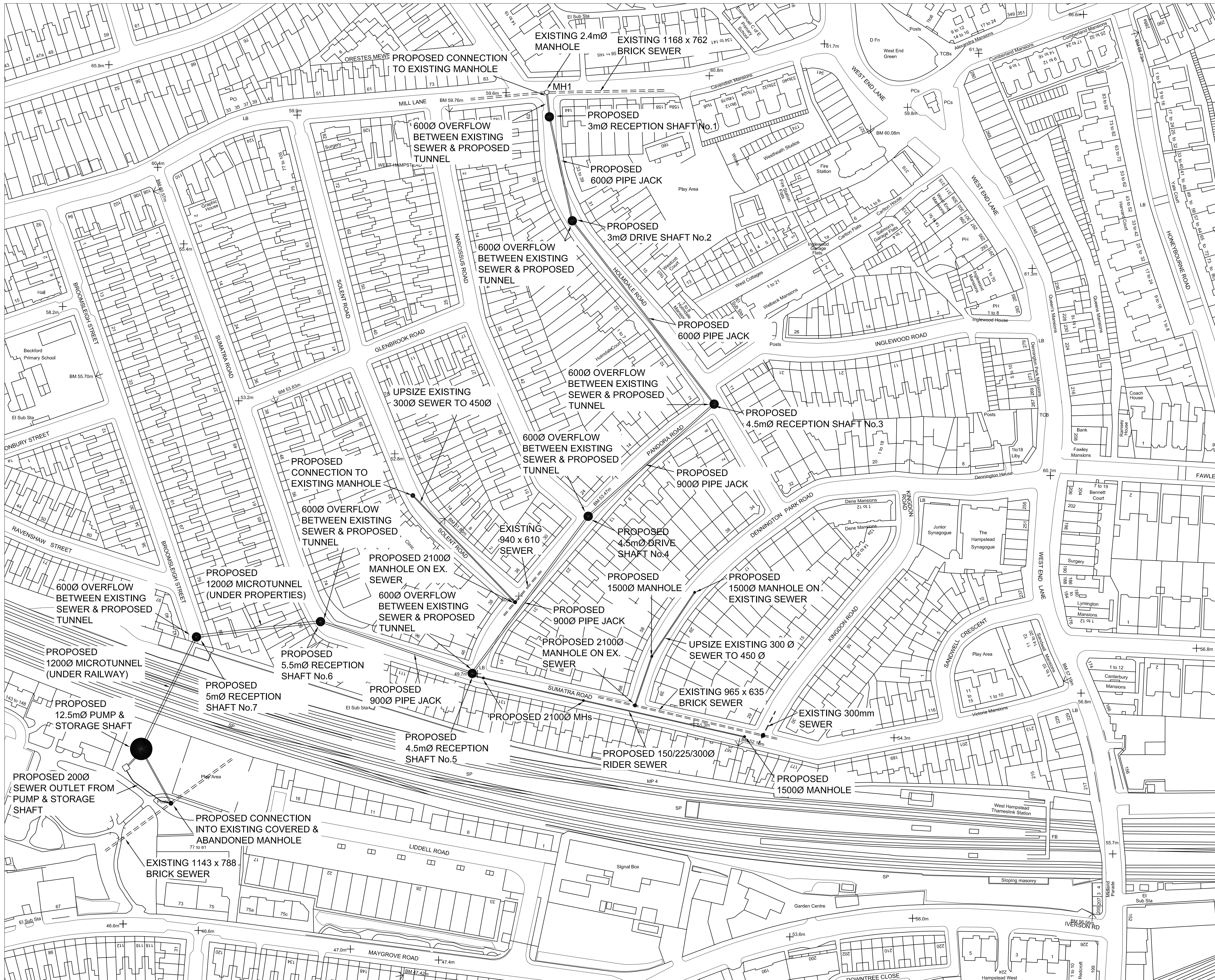
Site Name:

Sumatra Road FAS

Contract Name:  
MAIN CONTRACTDrawing Title:  
PROPOSED WORKS  
LOCATION PLAN

Drawing No.: 0L8F-A1-02002-EX	Scale: 1:1000	Sheet Size: A1	Rev: B
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**LOCATION PLAN**  
1:1000