

## 9 Hampstead Hill Gardens London NW3 2PH

17 September 2020

Dear Sir

### **Planning Appeal Inquiry in relation to Hampstead Police Station.**

I am secretary of the Rule 6 Party. Mr Froment contacted me by text at 13.23 today to find out when the "burst pipe" causing the road closure of Rosslyn Hill occurred. This followed the assertion by the appellant's transport consultant Mr. Ferguson that Rosslyn Hill was busy due to a burst water main on Pond Street when the photographs exhibited yesterday by Mr. Froment were taken. In fact, the burst water main was on Rosslyn Hill between 18 and 22 (about half way along the stretch between the crossroad of Downshire Hill and Thurlow Road and the junction with Hampstead Hill Gardens).

I looked at Thames Water's website and arrived at Hyperlink  
<https://www.thameswater.co.uk/contact-us/report-a-problem/check-the-status>

This showed the phone number 0800 714 614 which I called at around 13.30 and after not pressing any of the options was put through to an agent after about 5 minutes. I immediately told her this was not an emergency but I wanted details of the burst water main at Rosslyn Hill on 8<sup>th</sup> September that resulted in the road closure until Monday 14<sup>th</sup>. She asked me why I wanted the information and asked me if it was for general information. I confirmed it was and that I was not making a complaint.

She asked me to give the postcode which I did as NW3 1PT and she found the case. She told me that the burst was reported at 11.30 a.m on 8<sup>th</sup> September. I asked whether that was by a member of the public which she confirmed.

She told me that an "ST" visited the incident at 13.00 and filed a report at 13.30 after shutting the road. On seeking clarification she told me an ST was a Network Service Team.

Repairs began between 13.30 and 16.00. I asked whether Highways was notified and she confirmed that it would have been but that for an incident of this nature no permission would be required to carry out the works. She was not able to confirm which authority but thought it would probably have been TfL. She offered to be of further assistance and provided me with an incident number "31508091" I reported this at 13.54 to Mr. Froment.

The information provided above is true to the best of my knowledge and belief. I would be willing to answer questions on it if the appellant wishes.

Yours faithfully,

  
A G Shinder