

# WONDERFUL ON TAP



Severn Trent Customer

Severn Trent  
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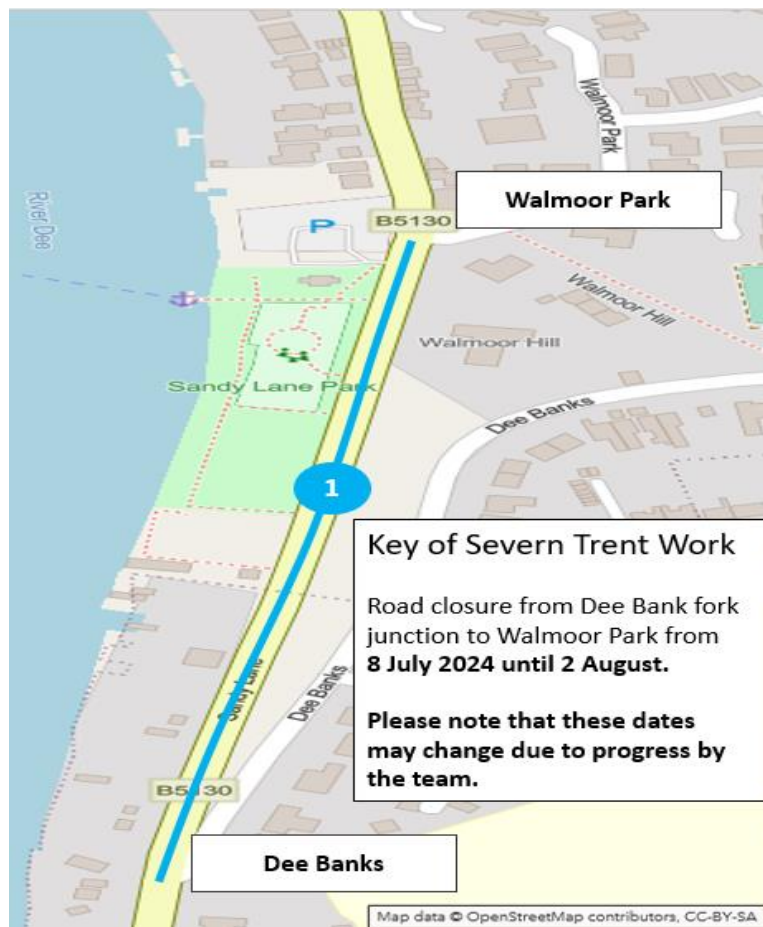
June 2024

Dear Customer

## Important update on our work in your area

Our team are progressing well and are getting ready to move onto the next phase of our work along Dee Banks.

Our team are currently working between Deva Heights and the fork junction on Dee Banks. This section of work is due to be completed by **Monday 8 July 2024**, when the team will move on to the next phase along Dee Banks fork junction and Walmoor Park. Residents along Dee Banks will now have no access via Sandy Lane and will have to access Dee Banks via Stocks Lane. A turning circle will be in place at the bottom of Dee Banks. Please see the map below showing our working area. This section of the programme is due to be completed by **Friday 2 August 2024**.



So that we can keep everyone safe we'll need to close Sandy Lane. Access for pedestrians, cyclists and wheelchair users will be maintained via an alternative footpath which will be sign posted. We are sorry but you will not be able to access the sailing club and the Aqua Park by vehicle. **You will be able to park in the Sandy Lane Car Park opposite Walmoor Park via the Christleton Road/Sandy Lane direction.** **Our team are confident they can complete the work within 4 weeks.** We're sorry about the inconvenience this causes, the team will be working as quickly as possible to get your access back.

Our teams are working 7-days a week. Their proposed working hours are:

- Monday to Friday 7.30am till 7.00pm
- Saturday 8.30am till 7.00pm
- Sunday 9.00am till 3.00pm

**Please note there are going to be periods of time that our teams may not be visible on site, such as waiting for deliveries, collecting equipment or even waiting for reinstatement teams to arrive. There may also be times when they continue to work after 7.00pm, if they are at a critical stage of a process that needs to be completed.**

### Retail Businesses

If you own or operate a business which receives visiting customers who purchase goods or services from you and our works are affecting your sales income, then please contact our Business Loss Team - [businessloss@severntrent.co.uk](mailto:businessloss@severntrent.co.uk) for further advice.

### Stay up to date with progress:

- If you have any queries about this work, please speak to the team on site who will help you in any way they can or get in touch with me on **07971 304604** between the hours of 08:00 – 17:00 Mon – Fri or email [communitycomms@severntrent.co.uk](mailto:communitycomms@severntrent.co.uk).
- Visit our 'Planned Improvements' webpage to see how the work is progressing.  
**[www.stwater.co.uk](http://www.stwater.co.uk)**
- We've created a private Facebook group for residents of this scheme to get updates and ask questions on the work. You can join by <http://tinyurl.com/STChester> or scanning the **QR code at the bottom of letter.**
- If your query is about your water supply or sewerage service rather than this work, the number to call is **0800 783 4444** for our 24-hour Customer Operations Service Centre.

Yours faithfully

Catherine Webb  
Community Communications - Severn Trent



Join our Facebook group with the above QR code