

From: clerk@staploe-pc.gov.uk
Sent: 04 September 2020 13:32
To: dsmith@staploe-pc.gov.uk; Emilio Meola (PC) (emeola@staploe-pc.gov.uk); Ged Meola (PC) (gmeola@staploe-pc.gov.uk); Jane Thomson; Jo Ibbett (PC) (jibbett@staploe-pc.gov.uk); rsquire@staploe-pc.gov.uk; Veronica Zwetsloot (PC) (vzwetsloot@staploe-pc.gov.uk)
Subject: FW: Anglian Water reference 904 691 268
Attachments: Complaints leaflet 2018 DL - LED62.pdf

Dear All,

I had a call from John the local Network Services Support Manager about the burst water mains on Bushmead Road. He agreed that the main had burst and needed emergency repair three times in the past year. He said it would be on the register of priorities for the mains replacement team but he wasn't sure where it was on the list. I told him we wanted it replaced as a matter of urgency. He said that he would ask where it is in the list of priorities and get back to me.

He said that Clancy Docwra manage the traffic and diversions and he will ask them about the road closures / diversions in Honeydon.

I'll keep you posted. If there are any other problems the telephone number to call for John is 07976 482 476

Best wishes,

Lucy

From: Anglian Water Customer Services <CustService@anglianwater.co.uk>
Sent: 04 September 2020 11:41
To: clerk@staploe-pc.gov.uk
Subject: Anglian Water reference 904 691 268

Anglian Water reference 904 691 268

Good afternoon Lucy

Thank you for your email below.

I'm sorry to hear of the problems caused by the repairs to the mains water pipe on Bushmead Road. I can appreciate that this was inconvenient.

I just wanted to let you know that I have received your contact and will be dealing with it. I'm investigating the issues with our Water Networks Team and will get back to you once I have done this.

I'll be in touch as soon as I possibly can and definitely by no later than 11th September.

If I can help in the meantime, please reply by email or you can call me directly on 01522 341418 Monday, Tuesday, Thursday and Friday between 8am and 4pm.

Yours sincerely

Joanne King
Customer Relations Team

Attachment: complaints leaflet



From: clerk@staploe-pc.gov.uk <clerk@staploe-pc.gov.uk>
Sent: 31 August 2020 21:34
To: Anglian Water Customer Services <CustService@anglianwater.co.uk>
Cc: dsmith@staploe-pc.gov.uk; Emilio Meola (PC) <emeola@staploe-pc.gov.uk>; Ged Meola (PC) <gmeola@staploe-pc.gov.uk>; Jane Thomson <jthomson@staploe-pc.gov.uk>; Jo Ibbett (PC) <jibbett@staploe-pc.gov.uk>; rsquire@staploe-pc.gov.uk; Veronica Zwetsloot (PC) <vzwetsloot@staploe-pc.gov.uk>
Subject: ZDG7-COMPEWB-13-31082020-305

Staploe Parish Council would like to make a formal complaint regarding repairs to the mains water pipe on the Bushmead Road at Upper Staploe PE19 5JF reference 18775904 which took place from 25th August until 28th August.

1. This main has needed emergency repairs on many occasions in the past two years. It needs to be properly replaced as it is clearly an old pipe and emergency repairs are not lasting for any length of time. Recent repairs have caused huge disruption. Loss of water for our parish and for Eaton Socon, traffic disruption on the Bushmead Road and enormous disruption on the narrow roads of Honeydon because the diversion signs are not put in place properly.
2. When works are needed and you have to close the Bushmead Road it is imperative that you install signs stating "Road closed except for access" on all approach roads to Honeydon and erect diversion signs taking the traffic on the route advised by Bedford Borough Council. On the last three or four occasions that you have closed the Bushmead Road we have ended up with speeding traffic going through the narrow roads of Honeydon. Someone's cat was killed on the road during the road closure last week and an articulated lorry nearly overturned onto the cottage at Dairy Farm where there is a narrow road and a right angle bend. On previous occasions eg. end of January 2020 the police had to be called to deal with all the HGV's stuck in the village and the ensuing gridlock. The roads in Honeydon are designated unsuitable for HGV's for a reason. During the last repair your workmen did not erect any diversion signs.
3. When the work is complete please ensure that the road is reopened promptly. The repairs were complete and there were no workers on site on Friday afternoon 28th August and yet the road remained closed for hours.

Best wishes,

Lucy Crawford
Clerk to Staploe Parish Council

