

The Occupier

Engineering

Your ref BB731354
Name Mark F Taylor
Phone 0845 9200800
Fax 01793 424291
Email customer.feedback@thameswater.co.uk
Date 5 January 2007

Dear Customer

Flood Alleviation Scheme & Invite to Come & Meet us

Some homes in your area have experienced flooding because sewers are not large enough to cope with the rainfall during heavy storms.

To reduce the risk of flooding we are planning a new sewer between numbers 22 and 52 Cray Road.

After consultation with the council, we have been granted permission to start work on the 29 January 2007 and expect to be finished by the middle of April.

While we carry out this work a temporary road closure will be in place. The diversion route agreed with the council and bus diversion information can be found overleaf. Pedestrian access will be maintained at all times. If you have a driveway, when we are working directly outside your property, vehicle access may be restricted for short periods of time.

Our contractors, Dean & Dyball will be undertaking this work on our behalf. Our hours of work will be Monday to Friday, 8am to 6pm, Saturday 8am to 1pm. During critical phases of the project we may have to work outside these hours.

We will be holding a drop-in session outside the Crockenhill Village Hall on Stones Cross Road to provide further information. Members of the project team will be available to answer any questions you may have about this work. It will be held on Friday 19 January between 4.00pm and 7.00pm in our mobile customer unit. We hope you will be able to attend and look forward to meeting you.

We are sorry for any inconvenience this essential work may cause you and will work as fast as we can to complete our work.

If you have any queries, please call our customer center on 0845 9200800 quoting your address and our reference **BB731354**. Our lines are always open.

Yours faithfully

Mark Taylor
Project Manager's Representative

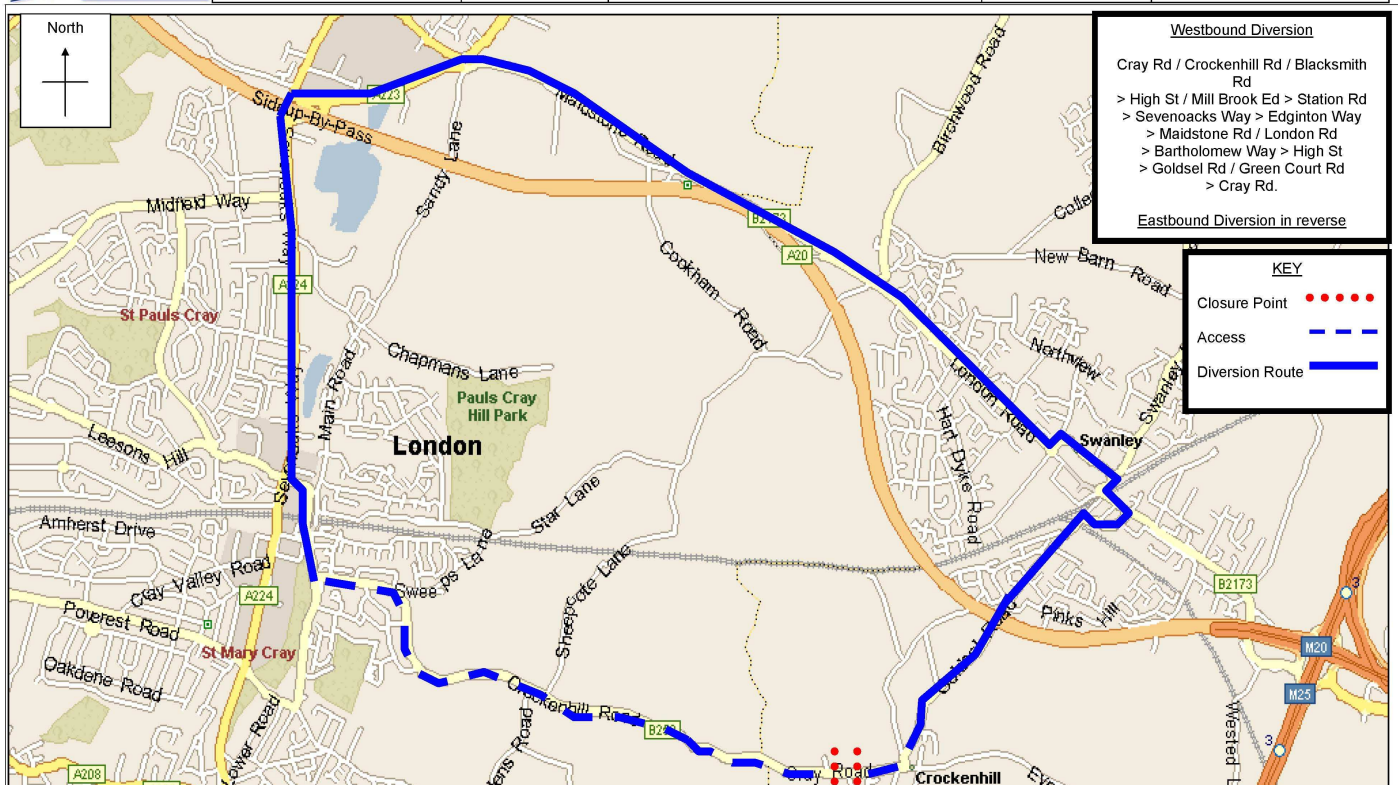
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Thames Water Utilities Ltd
Registered in England and Wales
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Diversion Route

	Drawing from Kent & South East Depot	Drawing for	Dean & Dyball / Thames Water	Renteq contact	Duncan Crome
	Phone 01474 322977 Fax 01474 329941	Site contact	Paolo Morretti	Proposed Date	29.01.07 TBC
	Email: gravesend@renteq.co.uk	Site Address	Cray Rd Jo Tylers Green Rd Crockenhill BR8	Time Restrictions	10 weeks duration



Bus Diversion Information:

Service 477

- Journeys between Bluewater and Crockenhill / Swanley will continue to operate as normal but for those continuing to and from Orpington the bus will be rerouted at Swanley via Bartholomew Way to rejoin the normal route at St. Mary Cray High Street. Journey times are expected to take, within a couple of minutes, the same journey time as the normal route.
- A shuttle bus will operate between Crockenhill and the Bartholomew Way Asda stop connecting with Orpington journeys.

- **Those at the Burrfield Drive area of St. Mary Cray have a local TfL service operating connecting with Orpington journeys.**

Further information and bus timetables are available from Arriva on 08701 201088 or www.arrivabus.co.uk