

Date: 29th August 2025

Dear Customer,

Update on sewer flooding alleviation project, Apsley Crescent, Poole

I am writing to update you on Wessex Water's £1.2 million investment towards improving the sewer network in your area this year, helping to alleviate the threat of flooding for several properties within the **Waterloo Estate**.

Properties, especially those in Apsley Crescent and Denison Road, have suffered historic issues with flooding during intense rainfall, including restricted toilet use and flooding on roads from existing sewer manholes.

By replacing sewers within around 500 metres of road in the area with larger pipes, we're increasing capacity to try and stop these sewer flooding incidents and we have already completed sections in French Road and Marshall Road.

Project update

With the work in Apsley Crescent set to finish by **Thursday 4 September**, the hard work of our team means the project is three weeks ahead of its original schedule, This means the closure of Denison Road for the final phase of the scheme will now take place earlier than planned, from **Monday 1 September 2025**, with the scheduled finishing date now being **Sunday 28 September 2025**, four weeks ahead of schedule.

How will the work affect you?

Between **Monday 1 September** and **Friday 24 September 2025**, **Denison Road** will be **closed to through traffic between the junctions of Apsley Crescent and Lambs Close** for installation of a new gravity main, with a signposted diversion in place.

Access will be maintained for residents, but it may be delayed at times, and we will be encouraging residents to use their driveways for parking where possible.

If you park your vehicle on Denison Road, please seek alternative parking during this time. Please speak to our on-site team with regard to any specific access requirements.

What should you do?

You don't need to do anything, but if you have any urgent questions about our work, please call **0345 600 4 600** or visit **wessexwater.co.uk/contact-us**.

If you are a **business or other non-household property** you will need to contact your water retailer with any enquiries. You can find their contact details on your most recent water bill.

Anything else you need to know?

It is important to note that this project is not a solution to separate land drainage issues that have been reported in the area and are outside the remit of Wessex Water.

Wessex Water
The Admiralty
Mill Street
Corfe Mullen
Wimborne, Dorset
BH21 3RQ

Tel 01225 526 000
Web wessexwater.co.uk

Wessex Water Services Limited registered office:
Claverton Down Bath BA2 7WW Registered in England No 2366648

The management of surface water (land) drainage lies with the Lead Local Flood Authority (LLFA) – in this case BCP Council – and such issues should be raised with them, via their flooding team at **flooding@bcpcouncil.gov.uk**

To help keep sewers in good condition, we advise you to only flush the three Ps – paper, poo and pee – to prevent causing a sewer blockage. Cooking fat and waste should be wiped from pots, pans and plates before washing and disposed of in the bin or solidified in the fridge and scraped into your food waste recycling. More advice can be found at **wessexwater.co.uk/stoptheblock**

Need some extra support?

We know that some customers need extra help due to age, ill health, a disability, mental illness or additional needs. This may include easy access to water during a leak or outage, help reading your meter, or setting up a password for when we visit. You can register for Priority Services on our website at **wessexwater.co.uk/priorityservices** or call us on **0345 600 4 600**.

Yours faithfully,



Paul Delves
Wessex Water

(See below: Your Questions Answered + Map)

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Waterloo Estate flood alleviation

Your questions answered

Scheme overview

Properties within the Waterloo Estate, especially in Apsley Crescent and Denison Road, have suffered historic issues with flooding during intense rainfall, including restricted toilet use and flooding on roads from existing sewer manholes. We believe these issues have been caused by inadequate sewer capacity and to try and stop these flooding incidents, we're proposing to install larger sewer pipes in more than 500 metres of road in the estate.

It is important to note that this project is **not** a solution to separate land drainage issues that have been reported in the area and are outside the remit of Wessex Water.

The management of surface water (land) drainage lies with the Lead Local Flood Authority (LLFA) - in this case BCP Council - and such issues should be raised with them, via their flooding team at flooding@bcpcouncil.gov.uk

Where and when is the scheme taking place?

Having been deferred from 2024 while the project was reviewed, the project will now take place between June and October 2025, with our construction teams working within French Road, Marshal Road, Apsley Crescent and Denison Road. The map overleaf offers more detailed dates for each phase of the project.

How will roads be affected?

The location of the existing sewers and the need to use open-cut methods to install the new pipes means several roads will be closed during the course of this project. Working with BCP Council, we have drawn up a programme of staged road closures and diversions to try and keep disruption to a minimum as much as possible. Inevitably for a project of this scale, these closures will cause some disruption for which we apologise.

How will public transport routes be affected?

Fortunately, public transport services will not be directly impacted by our closures, although local journey times may take longer while these closures are in place.

Will businesses on closed roads remain open?

Yes. We will work closely with local businesses to ensure their day-to-day operations can continue with minimal disruption and that they are able to notify their customers and delivery companies on the construction periods proposed.

Will waste and recycling collections be disrupted?

We are working with BCP Council to ensure they can plan waste and recycling accordingly around our programme of work.

What times during the day will this work take place?

Our normal working hours are between 8am and 5pm from Monday to Friday.

Why can't the work be carried out at night?

Regular night working would create a disturbance which would be unfair on residents. We do not anticipate needing to work outside of these hours but should this need arise, we will contact you again to let you know.

How will the work you are carrying out affect parking?

The nature of the work and excavation means that, at times, parking will need to be suspended. Yellow 'No Parking' cones will be put in place in and around our closures where our teams will be working. Please do not park within these areas. If you have any specific parking concerns, please speak to our on-site team.

I am at home all day, have small children, or children I need to get to school. How disruptive is this work likely to be?

Some noise and disruption will be unavoidable for which we apologise. We will be doing our best to keep this to a minimum and complete our work as quickly as possible. Please speak to our on-site team about any specific concerns.

Will there be interruptions to water and sewerage services as a result of this work?

No, you will be able to continue to use your water and sewerage supplies as normal. Customers will be notified in writing should there be any change to this.

How will emergency vehicles get through the closures?

Emergency services will always have access within the closures and will also be informed about them so that they can plan accordingly.

Why can't roads be reopened when work finishes each day?

In many cases, the excavations will be close to the middle of the road and may not have been filled in so reopening the road at the end of each day would be impossible. But the work will be planned in a way that minimises the impact on the local community, road users and pedestrians and our construction team as much as possible.

Where do I go for more information?

We will write to you midway through the project to give you an update on progress and any further information and again to let you know when the work has been completed. If you have any questions about our work, please call 0345 600 4 600 or visit wessexwater.co.uk/contact-us

0345 600 4 600
wessexwater.co.uk

Wessex Water
YTL GROUP



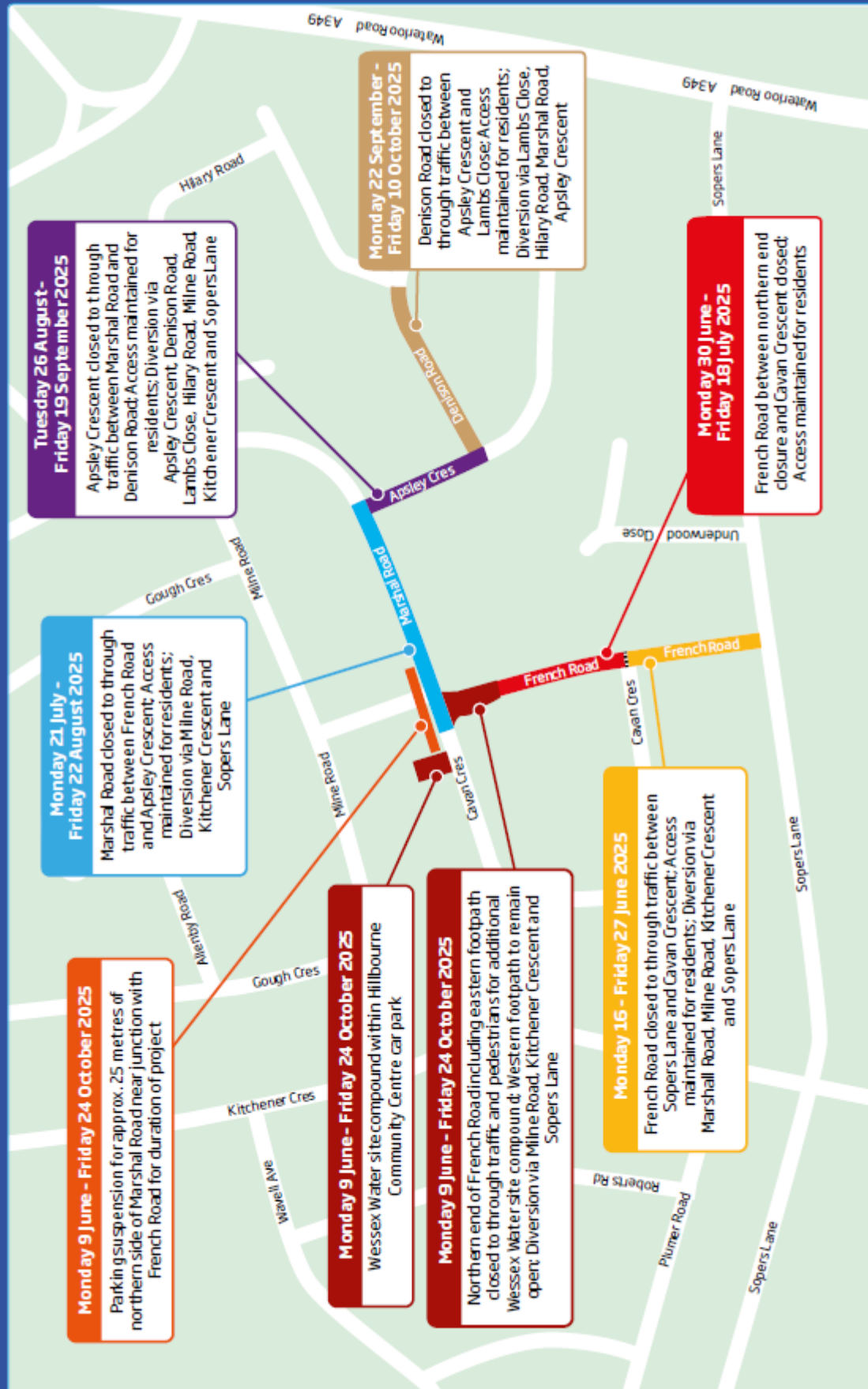
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