

ENVIRONMENTAL HEALTH CASE DETAILS

Case Reference: RP/20/08058

PREMISES DETAILS

Trading Name (if a commercial premises):

Location: Street Record, Oakleigh Road South, London, ,

CONTACT DETAILS

Barry Rawlings - Councillor

Address: , , , ,

Email - Cllr.B.Rawlings@barnet.gov.uk

CASE DETAILS

Date Received: 13/10/20

Enquiry Type: Request for Advice - Public

Enquiry Details:

Underpass - between Oakleigh Road South & Beaconsfield Road 101002120420

First Response Target: 20/10/20

Receiving Officer: [REDACTED]

How Received: E-mailed

Case Officer: [REDACTED]

ACTIONS TAKEN (All actions on case listed below)

Action: Comm to/from Other

Start Date: 16/11/20 00:00:00

Officer: [REDACTED]

Details: Telephone call to Thames Water. They advised it was a much bigger problem than originally thought. On-going investigation needed. Engineers went out yesterday (15th) and located a manhole cover that they was unaware was theirs they are due to go out again but unable to give me a date. Reference for the call: 0117385229

Action: Comm to/from Other

Start Date: 04/11/20 00:00:00

Officer: [REDACTED]

Details: t/call to Thames Water regarding the issue. it was confirmed that they visited on 24th Oct and saw the water overflowing but no evidence of a blockage. They then visited on 31st oct and checked TW assets and it was clear.

the case was reviewed by someone else but has been closed. I have asked to speak to the engineer about it due to the amount of water overflowing. I will receive a call back within the next 24 hours [REDACTED]

Action: Comm to/from Other

Start Date: 22/10/20 00:00:00

Officer: [REDACTED]

Details: t/call to TWU. They have logged a call to go out again. Ref: 01022165219. case is booked under flat [REDACTED]

Action: Comm to/from Customer

Start Date: 22/10/20 00:00:00

Officer: [REDACTED]

Details: Email received from Cllr Clarke with a photograph to confirm the area has already flooded [REDACTED]

Action: Comm to/from Other

Start Date: 21/10/20 00:00:00

Officer: [REDACTED]

Details: Call received from TWU. They confirmed that roots were cut out and the line was cleaned

and freeflowing. They have not found any other faults with the lines. A call has been logged for lanes to investigate the lines under the railway but unfortunately they do not have a date of when this will take place as it takes a lot of work to close the line etc for health and safety. They could not find any other faults with any other lines [REDACTED]

Action: Comm to/from Other

Start Date: 19/10/20 00:00:00

Officer: [REDACTED]

Details: t/call to TWU for an update. The contact centre said that everything is completed it was jetted on 15th October. CCTV took place. No defects found and no further works completed. The line was clear and free flowing. Several manholes were checked during the investigation They has requested an engineer to call me back within 24 hours. Topic no. reference. 01019143553

Action: Comm to/from Other

Start Date: 14/10/20 00:00:00

Officer: [REDACTED]

Details: T/call to TWU. The reference for the job is under Chaville Court, N11 3AH. Ref: 0081/10FBFJ.

Confirmed that they are aware of the situation. There is line clean booked in for tomorrow 15th October. Where they will cut out all roots and clean the line and undertake CCTV. Once this has taken place the line will need to be checked to see where it is connected to and this will be rescheduled for another time. Advised it would be best to call up next week for a further update on what happens tomorrow and what they find out from their investigations., I can also give my phone number as a reference [REDACTED]

Action: Comm to/from Customer

Start Date: 14/10/20 00:00:00

Officer: [REDACTED]

Details: Email sent to Cllr and ME with an update [REDACTED]

Carter, Richard

From: [REDACTED]
Sent: 22 October 2020 09:33
To: Clarke, Cllr Anne; Rawlings, Cllr Barry
Cc: CoakleyWebb, Cllr Pauline; Patel, Cllr Reema; Members Enquiries; Re-MembersEnquiries; Levine, Cllr Kathy
Subject: RE: Members Enquiry RP/20/08058: Underpass - between Oakleigh Road South & Beaconsfield Road - 101002120420

Dear Cllr Clarke,

Thank you for your email. I have contacted Thames Water again this morning and they are arranging to send out an engineer as soon as possible to investigate this issue.

Unfortunately, I will not be able to provide you with a further update on the situation until after 2nd November 2020 due to being away from the office. I will contact Thames on my return for a full update, but should you require further information in the meantime, Thames Water can be contacted on 0800 316 9800. The complaint is logged under [REDACTED] Chaville Court and the reference number for my call this morning is 01022165219.

Should you have any questions with regards to the above, please do not hesitate to contact me.

Yours sincerely,

[REDACTED]
**Team Leader, Public Health and Nuisance Team,
Environmental Health
Development and Regulatory Services
London Borough of Barnet, 2 Bristol Avenue, London NW9 4EW
Tel: [REDACTED]
Barnet online: www.barnet.gov.uk**

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From: Clarke, Cllr Anne <Cllr.A.Clarke@Barnet.gov.uk>
Sent: 21 October 2020 17:20
To: [REDACTED] <[REDACTED]@Barnet.gov.uk>; Rawlings, Cllr Barry <Cllr.B.Rawlings@barnet.gov.uk>

Cc: CoakleyWebb, Cllr Pauline <Cllr.P.CoakleyWebb@Barnet.gov.uk>; Patel, Cllr Reema <Cllr.R.Patel@Barnet.gov.uk>; Members Enquiries <members.enquiries@Barnet.gov.uk>; Re-MembersEnquiries <Re-MembersEnquiries@Barnet.gov.uk>; Levine, Cllr Kathy <Cllr.K.Levine@Barnet.gov.uk>
Subject: Re: Members Enquiry RP/20/08058: Underpass - between Oakleigh Road South & Beaconsfield Road - 101002120420

Many thanks for this.

It's really, really bad today, and would seem the works they've done have not had the desired effect.

I attach a photo taken 2 hours ago by the resident. That's a footpath, not a river.

Cllr Anne Clarke
Childs Hill Ward, Barnet

twitter @anne_clarke
instagram annbclarke

From: [REDACTED] <[REDACTED]@Barnet.gov.uk>
Sent: Wednesday, October 21, 2020 11:38:17 AM
To: Rawlings, Cllr Barry <Cllr.B.Rawlings@barnet.gov.uk>
Cc: CoakleyWebb, Cllr Pauline <Cllr.P.CoakleyWebb@Barnet.gov.uk>; Clarke, Cllr Anne <Cllr.A.Clarke@Barnet.gov.uk>; Patel, Cllr Reema <Cllr.R.Patel@Barnet.gov.uk>; Members Enquiries <members.enquiries@Barnet.gov.uk>; Re-MembersEnquiries <Re-MembersEnquiries@Barnet.gov.uk>; Levine, Cllr Kathy <Cllr.K.Levine@Barnet.gov.uk>
Subject: RE: Members Enquiry RP/20/08058: Underpass - between Oakleigh Road South & Beaconsfield Road - 101002120420

Dear Cllr Rawlings,

Following on from my recent email dated 14th October I have now received a further update from Thames Water.

Thames Water have confirmed that they inspected the drains on 15th October 2020. They undertook a line clean, which included the removal of any roots. They have also checked the lines which connect to the main manhole and these were all clear and free flowing.

They have confirmed they are making plans to inspect the drainage lines underneath the railway lines, but this will need to be completed by Lanes Group and will take a little longer to organise due to the health and safety implications when working on the railway lines.

Thames Water have confirmed that they feel the works which have already taken place should resolve the current issues. But I would strongly suggest that if the manhole blocks up again, your constituents should contact Thames Water for further advice.

Should you have any questions with regards to the above, please do not hesitate to contact me.

Yours sincerely,

[REDACTED]
**Team Leader, Public Health and Nuisance Team,
Environmental Health
Development and Regulatory Services
London Borough of Barnet, 2 Bristol Avenue, London NW9 4EW
Tel:** [REDACTED]
Barnet online: www.barnet.gov.uk



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From: Rawlings, Cllr Barry <Cllr.B.Rawlings@barnet.gov.uk>

Sent: 14 October 2020 10:15

To: [REDACTED] <[REDACTED]@Barnet.gov.uk>

Cc: CoakleyWebb, Cllr Pauline <Cllr.P.CoakleyWebb@Barnet.gov.uk>; Clarke, Cllr Anne <Cllr.A.Clarke@Barnet.gov.uk>; Patel, Cllr Reema <Cllr.R.Patel@Barnet.gov.uk>; Members Enquiries <members.enquiries@Barnet.gov.uk>; Re-MembersEnquiries <Re-MembersEnquiries@Barnet.gov.uk>; Levine, Cllr Kathy <Cllr.K.Levine@Barnet.gov.uk>

Subject: RE: Members Enquiry RP/20/08058: Underpass - between Oakleigh Road South & Beaconsfield Road - 101002120420

Thank you.

Barry

From: [REDACTED] <[REDACTED]@Barnet.gov.uk>

Sent: 14 October 2020 10:14

To: Rawlings, Cllr Barry <Cllr.B.Rawlings@barnet.gov.uk>

Cc: CoakleyWebb, Cllr Pauline <Cllr.P.CoakleyWebb@Barnet.gov.uk>; Clarke, Cllr Anne <Cllr.A.Clarke@Barnet.gov.uk>; Patel, Cllr Reema <Cllr.R.Patel@Barnet.gov.uk>; Members Enquiries <members.enquiries@Barnet.gov.uk>; Re-MembersEnquiries <Re-MembersEnquiries@Barnet.gov.uk>; Levine, Cllr Kathy <Cllr.K.Levine@Barnet.gov.uk>

Subject: RE: Members Enquiry RP/20/08058: Underpass - between Oakleigh Road South & Beaconsfield Road - 101002120420

Dear Cllr Rawlings,

Thank you for your recent email in respect of a sewage problem between Oakleigh Road South and Beaconsfield Road, N11.

Although it is not usual for us to get involved in cases which Thames Water are investigating, I have spoken with Thames Water today to find out more information about the situation. They have advised that engineers will be on site tomorrow (15th October) and they will be cleaning the line, cutting back roots and undertaking CCTV of the drains. Once this has taken place they will be in a better position to determine the cause of the issue and will undertake further investigations/remedial works if required.

I will contact Thames Water again next week to request an update on the works which take place tomorrow and should hopefully have more information for you at this stage.

In the meantime, should you have any questions with regards to the above, please do not hesitate to contact me.

Yours sincerely,

[REDACTED]
Team Leader, Public Health and Nuisance Team,
Environmental Health
Development and Regulatory Services
London Borough of Barnet, 2 Bristol Avenue, London NW9 4EW
Tel: [REDACTED]
Barnet online: www.barnet.gov.uk

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From: Members Enquiries <members.enquiries@Barnet.gov.uk>

Sent: 12 October 2020 15:45

To: Rawlings, Cllr Barry <Cllr.B.Rawlings@barnet.gov.uk>

Cc: CoakleyWebb, Cllr Pauline <Cllr.P.CoakleyWebb@Barnet.gov.uk>; Patel, Cllr Reema <Cllr.R.Patel@Barnet.gov.uk>; Clarke, Cllr Anne <Cllr.A.Clarke@Barnet.gov.uk>; Levine, Cllr Kathy <Cllr.K.Levine@Barnet.gov.uk>; Re-MembersEnquiries <Re-MembersEnquiries@Barnet.gov.uk>; [REDACTED] <[\[REDACTED\]@Barnet.gov.uk](mailto:[REDACTED]@Barnet.gov.uk)>; [REDACTED] <[\[REDACTED\]@barnet.gov.uk](mailto:[REDACTED]@barnet.gov.uk)>

Subject: RE: Underpass - between Oakleigh Road South & Beaconsfield Road - Your Refs: in below e-mail

Dear Cllr Rawlings,

Thank you for your email regarding the issues with the underpass between Oakleigh Road South and Beaconsfield Road.

Your enquiries have been logged to the Environmental Health and Highways departments and have been logged under the below reference numbers for responses by 19th October at the latest.

Environmental Health – 101002120420

Highways - 101002120421

Should you require any further assistance, please do not hesitate to contact us on [REDACTED]

Kind Regards,

[REDACTED]

Members Enquiries

Customer Support Group

London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

Tel: [REDACTED] Web: www.barnet.gov.uk

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How do you rate the service provided in this email?



[Good](#)



[Average](#)



[Poor](#)

From: Rawlings, Cllr Barry

Sent: 11 October 2020 11:21

To: Members Enquiries; Mee, Geoff

Cc: CoakleyWebb, Cllr Pauline; Patel, Cllr Reema; Clarke, Cllr Anne; Levine, Cllr Kathy

Subject: Underpass - between Oakleigh Road South & Beaconsfield Road

There has been a problem with sewerage at this site for many years. When there is a particularly heavy downpour the inspection covers are forced up and raw sewerage comes up onto the footpath next to Chaville Court and in the underpass itself. Its main use is by parents east of the railway line taking children to Holly Park School. Thames Water will come and clean the area up but the problem persists. I would like to know the following

1. Is there a role for Environmental Health in requiring remedial work by Thames Water given the danger to health?
2. What would be the structural solution? A holding tank, wider pipes?
3. Can we insure the gulleys are cleaned regularly?
4. Are there any other possible solutions?

Barry