

**From:** [REDACTED]  
**Sent:** 24 November 2020 06:57  
**To:** Weeden-Sanz, Cllr Roberto <Cllr.R.Weeden-Sanz@Barnet.gov.uk>; Edser, Ian <Ian.Edser@Barnet.gov.uk>; Zinkin, Cllr Peter <Cllr.P.Zinkin@Barnet.gov.uk>; Members Enquiries <members.enquiries@Barnet.gov.uk>; Mee, Geoff <Geoff.Mee@Barnet.gov.uk>  
**Cc:** [REDACTED]@Barnet.gov.uk; [REDACTED]  
[REDACTED]@Barnet.gov.uk  
**Subject:** RE: footpath under railway on Oakleigh Road South Floodng

Morning Cllr,

Apologies for the delay, I didn't have call with Thames Water last week as the Network Rail Land surveys were scheduled for 16<sup>th</sup> November, so it was thought to have the catch up after the survey.

I am just back from my leave and will be calling my Thames Water contact today to see how did the surveys go.

The catch up meeting with Thames Water for future steps is scheduled for this Friday, 27<sup>th</sup> November. I will send an update email after the meeting.

Regards,

[REDACTED]

[REDACTED]  
**Senior Flood Risk Manager**  
**M.CIWEM C.WEM**  
2 Bristol Avenue, Colindale, NW9 4EW  
Tel: [REDACTED]  
Email: [REDACTED]@barnet.gov.uk  
Barnet Online: [www.barnet.gov.uk](http://www.barnet.gov.uk)



RE (Regional Enterprise) Limited is a joint venture between Capita plc and London Borough of Barnet. Registered in England 08615172. Registered Office: 17 Rochester Row, London, England SW1P 1QT.

Please consider the environment - do you really need to print this email?

**From:** Weeden-Sanz, Cllr Roberto  
**Sent:** 21 November 2020 21:11  
**To:** [REDACTED]@Barnet.gov.uk; Edser, Ian <Ian.Edser@Barnet.gov.uk>; Zinkin, Cllr Peter <Cllr.P.Zinkin@Barnet.gov.uk>; Members Enquiries <members.enquiries@Barnet.gov.uk>  
**Cc:** [REDACTED]@Barnet.gov.uk; [REDACTED]  
[REDACTED]@Barnet.gov.uk  
**Subject:** Re: footpath under railway on Oakleigh Road South Floodng

Dear [REDACTED],

We have now passed the 6 week deadline we set with Thames water, have they provided us with an update on this matter? What are our next steps?

Much look forward to hearing from you and getting this resolved.

Cllr.R.Weeden-Sanz

---

**From:** [REDACTED] <[REDACTED]@Barnet.gov.uk>  
**Sent:** Thursday, 8 October 2020, 17:31  
**To:** Weeden-Sanz, Cllr Roberto; Edser, Ian; Zinkin, Cllr Peter; Members Enquiries  
**Cc:** [REDACTED]  
**Subject:** RE: footpath under railway on Oakleigh Road South Flooding

Hello Cllr,

Thank you for sending the link through. Apologies for not responding on this sooner, but I thought it will be best to respond after my catch up call with Thames Water.

The call was useful as we have at least moved a step ahead in understanding the root cause of the flooding problem. The CCTV surveys have been completed which have shown that there is a misconnection in this manhole from the Network Rail land storm water network. Not only this even the Chaville Court storm water connects to this manhole.

Hence, this foul chamber can't cope up with these additional rain water and overflows in case of even medium intensity storm events.

Now the next steps agreed with Thames Water is to Undertake surveys on the Network rail land to ascertain where this misconnection of surface water runoff can be diverted/connected to. They have agreed to provide an update within six weeks when the surveys have been finished. I will be on board and try my best to keep the progress on track. I have agreed to provide any support I can to help this resolve.

Hope this is helpful. Please let me now if you have any questions.

Regards,

[REDACTED]

[REDACTED]  
**Senior Flood Risk Manager**  
**M.CIWEM C.WEM**  
2 Bristol Avenue, Colindale, NW9 4EW  
Tel: [REDACTED]  
Email: [REDACTED]@barnet.gov.uk  
Barnet Online: [www.barnet.gov.uk](http://www.barnet.gov.uk)



RE (Regional Enterprise) Limited is a joint venture between Capita plc and London Borough of Barnet. Registered in England 08615172. Registered Office: 17 Rochester Row, London, England SW1P 1QT.

Please consider the environment - do you really need to print this email?

**From:** Weeden-Sanz, Cllr Roberto  
**Sent:** 03 October 2020 15:38  
**To:** [REDACTED] <[REDACTED]@Barnet.gov.uk>; Edser, Ian <[Ian.Edser@Barnet.gov.uk](mailto:Ian.Edser@Barnet.gov.uk)>; Zinkin, Cllr Peter <[Cllr.P.Zinkin@Barnet.gov.uk](mailto:Cllr.P.Zinkin@Barnet.gov.uk)>; Members Enquiries <[members.enquiries@Barnet.gov.uk](mailto:members.enquiries@Barnet.gov.uk)>

**Cc:** [REDACTED] @Barnet.gov.uk>; [REDACTED]  
[REDACTED] @Barnet.gov.uk>

**Subject:** Re: footpath under railway on Oakleigh Road South Floodng

Dear [REDACTED],

Just sharing the latest state of the drain which you can see  
here <https://twitter.com/DrainN11/status/1312036312522919937?s=19>

I look forward to hearing what Thames Water have to say during your catch up with them which I assume is still scheduled for this coming week as you mention below. Many thanks again for your efforts in getting things moving to resolve this longstanding problem for residents.

Cllr.R.Weeden-Sanz

---

**From:** [REDACTED] @Barnet.gov.uk>  
**Sent:** Wednesday, 26 August 2020, 17:26  
**To:** Edser, Ian; Weeden-Sanz, Cllr Roberto; Zinkin, Cllr Peter; Members Enquiries  
**Cc:** [REDACTED]  
**Subject:** RE: footpath under railway on Oakleigh Road South Floodng

All,

As promised , just wanted to update you about the call I had with Thames Water this morning and the further steps we have put together (as listed below) for the flooding issue near Chaville Court (footpath under railway on Oakleigh Road South)

Short term steps

1. Thames Water is undertaking surveys in the area which includes jet cleaning, dye testing/CCTV surveys to investigate the network and find out any misconnections. Though the manhole cover that surcharges and causes flooding of the footpath is linked to the foul network, the surcharging is noted to be storm responsive which indicates that there are some misconnections in the network. This was further reinforced by the finding of stones and lot of sediment in the manhole which is usually not normal for a foul network manhole. I have agreed to arrange access for the Thames Water team to the Bethune Park for the surveys to be completed next week.
2. I have been advised that it is anticipated that the misconnection to this manhole could possibly be from the Network rail land. Hence, Thames Water is engaging with Network Rail. Thames Water believes if that is the case, the solution can be sought by fixing this misconnection which should alleviate the flood risk in the area. However, this can be confirmed only when the surveys are completed and the misconnections are identified. Thames Water have communicated a timescale of 1-2 months for the feasibility/establishment of this solution and I have agreed to have a catch up with them in first week of October.
3. Thames Water has agreed to set up an ICM live alert for this area, which means as soon as a trigger level is attained, there will be an email sent around and Thames Water representative will visit the area. This doesn't solve the problem but helps us to manage it better. I have also requested for myself to be included in those emails.

### Long-term steps

1. If the above envisaged solution doesn't work, then the possibility of a storage in the local area will be explored by Thames Water. There are not much details available at this stage but we have agreed to discuss in detail in the Thames Water DWMP workshop on 30<sup>th</sup> September 2020. But this will be not be as quick as above and will slip in the next year.
2. Thames Water have further advised that they have included this area as one of the priority schemes for AMP7.
3. This area also lies within Friern Barnet Critical Drainage Area as identified in the LBB Surface Water Management Plan , so I will also prioritise further works for this CDA as a long term solution to manage surface water, thereby reducing the load on Thames Water surface water sewers.

Hope this update helps, please let me know if you have any further questions.

Best regards,

[REDACTED]

[REDACTED]  
**Senior Flood Risk Manager**  
**M.CIWEM C.WEM**  
2 Bristol Avenue, Colindale, NW9 4EW  
Tel: [REDACTED]  
Email: [REDACTED]@barnet.gov.uk  
Barnet Online: [www.barnet.gov.uk](http://www.barnet.gov.uk)



RE (Regional Enterprise) Limited is a joint venture between Capita plc and London Borough of Barnet. Registered in England 08615172. Registered Office: 17 Rochester Row, London, England SW1P 1QT.

Please consider the environment - do you really need to print this email?

**From:** Weeden-Sanz, Cllr Roberto  
**Sent:** 19 August 2020 21:44  
**To:** [REDACTED]@Barnet.gov.uk>  
**Subject:** Re: footpath under railway on Oakleigh Road South Flooding

Many thanks I look forward to hearing from you next week after the call

Cllr.R.Weeden-Sanz

---

**From:** [REDACTED]@Barnet.gov.uk>  
**Sent:** Wednesday, August 19, 2020 2:48:11 PM  
**To:** Edser, Ian <[Ian.Edser@Barnet.gov.uk](mailto:Ian.Edser@Barnet.gov.uk)>; Weeden-Sanz, Cllr Roberto <[Cllr.R.Weeden-Sanz@Barnet.gov.uk](mailto:Cllr.R.Weeden-Sanz@Barnet.gov.uk)>; Zinkin, Cllr Peter <[Cllr.P.Zinkin@Barnet.gov.uk](mailto:Cllr.P.Zinkin@Barnet.gov.uk)>; Members Enquiries <[members.enquiries@Barnet.gov.uk](mailto:members.enquiries@Barnet.gov.uk)>  
**Cc:** [REDACTED]@Barnet.gov.uk> [REDACTED]  
[REDACTED]@Barnet.gov.uk>  
**Subject:** RE: footpath under railway on Oakleigh Road South Flooding

All,

Apologies for not getting back on this sooner, I have been repeatedly chasing Thames Water, and have just been provided a cost benefit summary note from Thames Water for the options considered to alleviate flooding in this area.

I have also arranged a call with Thames Water next week to understand the current stance of Thames Water and plan further steps.

I should be able to provide a further update after the call has happened.

Hope this helps. I will keep you all posted.

Regards,

██████████

██████████  
**Senior Flood Risk Manager**  
**M.CIWEM C.WEM**  
2 Bristol Avenue, Colindale, NW9 4EW  
Tel: ██████████  
Email: ██████████@barnet.gov.uk  
Barnet Online: [www.barnet.gov.uk](http://www.barnet.gov.uk)



RE (Regional Enterprise) Limited is a joint venture between Capita plc and London Borough of Barnet. Registered in England 08615172. Registered Office: 17 Rochester Row, London, England SW1P 1QT.

Please consider the environment - do you really need to print this email?

**From:** Edser, Ian

**Sent:** 14 August 2020 20:32

**To:** Weeden-Sanz, Cllr Roberto <[Cllr.R.Weeden-Sanz@Barnet.gov.uk](mailto:Cllr.R.Weeden-Sanz@Barnet.gov.uk)>; Zinkin, Cllr Peter <[Cllr.P.Zinkin@Barnet.gov.uk](mailto:Cllr.P.Zinkin@Barnet.gov.uk)>; ██████████@Barnet.gov.uk; Members Enquiries <[members.enquiries@Barnet.gov.uk](mailto:members.enquiries@Barnet.gov.uk)>

**Cc:** ██████████@Barnet.gov.uk; ██████████@Barnet.gov.uk

**Subject:** RE: footpath under railway on Oakleigh Road South Floodng

Hi ██████████

Can you pick this up on Monday please and advise those in this email as to the current status with this issue please

Best wishes

Ian

**From:** Weeden-Sanz, Cllr Roberto

**Sent:** 14 August 2020 19:52

**To:** Zinkin, Cllr Peter <[Cllr.P.Zinkin@Barnet.gov.uk](mailto:Cllr.P.Zinkin@Barnet.gov.uk)>; ██████████@Barnet.gov.uk; Members Enquiries <[members.enquiries@Barnet.gov.uk](mailto:members.enquiries@Barnet.gov.uk)>; Edser, Ian <[Ian.Edser@Barnet.gov.uk](mailto:Ian.Edser@Barnet.gov.uk)>

**Cc:** [REDACTED] <[REDACTED]@Barnet.gov.uk>  
**Subject:** Re: footpath under railway on Oakleigh Road South Floodng

This has flooded again. Are we any closer to a long term solution?

Cllr.R.Weeden-Sanz

---

**From:** Zinkin, Cllr Peter <Cllr.P.Zinkin@Barnet.gov.uk>  
**Sent:** Sunday, 5 July 2020, 10:20  
**To:** [REDACTED]; Members Enquiries; Edser, Ian  
**Cc:** Weeden-Sanz, Cllr Roberto; Rusbatch, Jayne  
**Subject:** Re: Floodng

Unfortunately it was not sent to me!

---

**From:** [REDACTED] <[REDACTED]@Barnet.gov.uk>  
**Sent:** Sunday, July 5, 2020 7:44:42 AM  
**To:** Zinkin, Cllr Peter <Cllr.P.Zinkin@Barnet.gov.uk>; Members Enquiries <members.enquiries@Barnet.gov.uk>; Edser, Ian <Ian.Edser@Barnet.gov.uk>  
**Cc:** Weeden-Sanz, Cllr Roberto <Cllr.R.Weeden-Sanz@Barnet.gov.uk>; [REDACTED] <[REDACTED]@Barnet.gov.uk>  
**Subject:** RE: Floodng

Hi Cllr Zinkin,

I did respond to this enquiry on 18<sup>th</sup> June (see attached), however I think some further response from Thames Water was being awaited.

I have raised this to Thames Water again, and they have promised to respond back to me asap.

Once I receive the response from Thames Water, my plan is to :

1. Explore the options for this area as part of Drainage Wastewater Management Plans (DWMP) and working with Thames Water to prioritise this area.
2. Or to undertake an independent study ourselves (with minimum required investment-subject to funding), explore options, present it to Thames Water and come up with a scheme in partnership funding (with maximum proposed contribution from them being the lead Risk Management Authority). This will only work if we believe that further options can possibly be considered as compared to what Thames Water have already explored, and they still keep up to their position of no cost-beneficial options in the area.  
Different funding routes might have to be explored for this route, though we will be in the driver seat.

Also, we have proposed to set our new Section 19 (under Flood and Water Management Act 2010) criteria as part of our new Flood and Water Management website page. This is currently being reviewed and will allow us to publish a Section 19 report for this area, once these threshold criteria are published on our website. This might put additional pressure on Thames Water to resolve this recurrent flooding situation.

PS Once the review is complete, we should be able to share this with you for your feedback/approval (including the website page content)

Hope this helps. Please let me know if you have any further questions/suggestions.

Regards,

[REDACTED]

[REDACTED]  
**Senior Flood Risk Manager**  
**M.CIWEM C.WEM**  
2 Bristol Avenue, Colindale, NW9 4EW  
Tel: [REDACTED]  
Email: [REDACTED]@barnet.gov.uk  
Barnet Online: [www.barnet.gov.uk](http://www.barnet.gov.uk)



RE (Regional Enterprise) Limited is a joint venture between Capita plc and London Borough of Barnet. Registered in England 08615172. Registered Office: 17 Rochester Row, London, England SW1P 1QT.

Please consider the environment - do you really need to print this email?

**From:** Zinkin, Cllr Peter  
**Sent:** 04 July 2020 22:58  
**To:** Members Enquiries <[members.enquiries@Barnet.gov.uk](mailto:members.enquiries@Barnet.gov.uk)>; [REDACTED]  
[REDACTED] <[\[REDACTED\]@Barnet.gov.uk](mailto:[REDACTED]@Barnet.gov.uk)>; Edser, Ian <[Ian.Edser@Barnet.gov.uk](mailto:Ian.Edser@Barnet.gov.uk)>  
**Cc:** Weeden-Sanz, Cllr Roberto <[Cllr.R.Weeden-Sanz@Barnet.gov.uk](mailto:Cllr.R.Weeden-Sanz@Barnet.gov.uk)>  
**Subject:** Re: Floodng

I have not had a response to this query and the drain is reported to have flooded again. What is the problem in replying

Regards

Get [Outlook for iOS](#)

---

**From:** Zinkin, Cllr Peter  
**Sent:** Wednesday, June 17, 2020 10:37:14 PM  
**To:** Members Enquiries <[members.enquiries@Barnet.gov.uk](mailto:members.enquiries@Barnet.gov.uk)>; [REDACTED]  
[REDACTED] <[\[REDACTED\]@Barnet.gov.uk](mailto:[REDACTED]@Barnet.gov.uk)>; Edser, Ian <[Ian.Edser@Barnet.gov.uk](mailto:Ian.Edser@Barnet.gov.uk)>  
**Cc:** Weeden-Sanz, Cllr Roberto <[Cllr.R.Weeden-Sanz@Barnet.gov.uk](mailto:Cllr.R.Weeden-Sanz@Barnet.gov.uk)>  
**Subject:** Floodng

<https://twitter.com/drainn11/status/1273351342694817792?s=21>

Please see tweet above. Cllr Weeden Sanz says Thames says it is too expensive to fix. Can this be correct.

Its the underpass that leads from Oakleigh Road South to Beaconsfield Road It goes under the railway line. Leads to Chaville Court N11 3AH.

Do we know about the problem.

Regards

**From:** [REDACTED]  
**Sent:** 19 August 2020 10:10  
**To:** [REDACTED]@thameswater.co.uk>; [REDACTED]  
[REDACTED]@thameswater.co.uk>  
**Cc:** [REDACTED]@Barnet.gov.uk>; Edser, Ian <Ian.Edser@Barnet.gov.uk>;  
[REDACTED]@capita.com>; [REDACTED]  
[REDACTED]@barnet.gov.uk>; [REDACTED]@Barnet.gov.uk>  
**Subject:** RE: N11 3AH Sewer flooding enquiries  
**Importance:** High

Hi [REDACTED]

Are you able to send us a response please as we have been waiting for last two months to get an update on this.

I would really appreciate a response by end of today.

Regards,

[REDACTED]

[REDACTED]  
**Senior Flood Risk Manager**  
**M.CIWEM C.WEM**  
2 Bristol Avenue, Colindale, NW9 4EW  
Tel [REDACTED]  
Email: [REDACTED]@barnet.gov.uk  
Barnet Online: [www.barnet.gov.uk](http://www.barnet.gov.uk)



RE (Regional Enterprise) Limited is a joint venture between Capita plc and London Borough of Barnet.  
Registered in England 08615172. Registered Office: 17 Rochester Row, London, England SW1P 1QT.

Please consider the environment - do you really need to print this email?

**From:** [REDACTED]@thameswater.co.uk]  
**Sent:** 18 August 2020 14:18  
**To:** [REDACTED]@Barnet.gov.uk>; [REDACTED]  
[REDACTED]@thameswater.co.uk>  
**Subject:** RE: N11 3AH Sewer flooding enquiries

Hi [REDACTED]

This is in [REDACTED] area so I have forwarded the request onto him.

Many thanks

[REDACTED]

**From:** [REDACTED]@Barnet.gov.uk>  
**Sent:** 18 August 2020 09:24



To: [REDACTED]@thameswater.co.uk>  
Cc: [REDACTED]@thameswater.co.uk>  
Subject: FW: N11 3AH Sewer flooding enquiries  
Importance: High

Hi [REDACTED]

I have received [REDACTED] out of office until 1<sup>st</sup> September and is directed to yourself. In his absence, are you able to help me with my enquiry below?

Regards,

[REDACTED]

[REDACTED]  
**Senior Flood Risk Manager**  
**M.CIWEM C.WEM**  
2 Bristol Avenue, Colindale, NW9 4EW  
Tel: [REDACTED]  
Email: [REDACTED]@barnet.gov.uk  
Barnet Online: [www.barnet.gov.uk](http://www.barnet.gov.uk)



RE (Regional Enterprise) Limited is a joint venture between Capita plc and London Borough of Barnet. Registered in England 08615172. Registered Office: 17 Rochester Row, London, England SW1P 1QT.

Please consider the environment - do you really need to print this email?

From: [REDACTED]  
Sent: 18 August 2020 09:21  
To: [REDACTED]@thameswater.co.uk>; [REDACTED]@thameswater.co.uk  
Cc: [REDACTED]@Barnet.gov.uk>; [REDACTED]  
[REDACTED]@barnet.gov.uk>; Edser, Ian (London Borough of Barnet) <[Ian.Edser@capita.com](mailto:Ian.Edser@capita.com)>;  
[REDACTED]@capita.com>; [REDACTED]  
[REDACTED]@Barnet.gov.uk>  
Subject: RE: N11 3AH Sewer flooding enquiries  
Importance: High

H [REDACTED],

We have again received a member enquiry as the footpath under railway on Oakleigh Road South flooded last week.

In spite of multiple chasers, we are disappointed that no update has been provided to us.

Are you able to provide us a response to this on priority as it is required for me to give an update to members. Are you please able to provide me a document/ report of what all options are considered and when it is said they are expensive how much funding we are talking about. What is the stance of Thames Water on this repeated flooding issue?

Best regards,

[REDACTED]

[REDACTED]

**Senior Flood Risk Manager**

**M.CIWEM C.WEM**

2 Bristol Avenue, Colindale, NW9 4EW

Tel: [REDACTED]

Email: [REDACTED]@barnet.gov.uk

Barnet Online: [www.barnet.gov.uk](http://www.barnet.gov.uk)



RE (Regional Enterprise) Limited is a joint venture between Capita plc and London Borough of Barnet. Registered in England 08615172. Registered Office: 17 Rochester Row, London, England SW1P 1QT.

Please consider the environment - do you really need to print this email?

**From:** [REDACTED]

**Sent:** 22 July 2020 14:11

**To:** [REDACTED]@thameswater.co.uk> [REDACTED]@thameswater.co.uk

**Cc:** [REDACTED]@Barnet.gov.uk>; [REDACTED]

[REDACTED]@barnet.gov.uk>

**Subject:** RE: N11 3AH Sewer flooding enquiries

H [REDACTED],

I have further attached one more enquiry letter from one of the resident which details the issue.

Regards,

[REDACTED]

[REDACTED]

**Senior Flood Risk Manager**

**M.CIWEM C.WEM**

2 Bristol Avenue, Colindale, NW9 4EW

Tel: [REDACTED]

Email [REDACTED]@barnet.gov.uk

Barnet Online: [www.barnet.gov.uk](http://www.barnet.gov.uk)



RE (Regional Enterprise) Limited is a joint venture between Capita plc and London Borough of Barnet. Registered in England 08615172. Registered Office: 17 Rochester Row, London, England SW1P 1QT.

Please consider the environment - do you really need to print this email?

**From:** [REDACTED]

**Sent:** 22 July 2020 12:47

**To:** [REDACTED]@thameswater.co.uk>; [REDACTED]@thameswater.co.uk

**Cc:** [REDACTED]@Barnet.gov.uk>; [REDACTED]

[REDACTED]@barnet.gov.uk>

**Subject:** RE: N11 3AH Sewer flooding enquiries

Hi [REDACTED]

Can you please help me to get an update on this. I am being chased and really need to report about Thames Water stance on this with the growing heat of this flooding problem.

A response will be really appreciated.

Regards,

[REDACTED]

[REDACTED]

**Senior Flood Risk Manager**  
**M.CIWEM C.WEM**  
2 Bristol Avenue, Colindale, NW9 4EW  
Tel: [REDACTED]  
Email: [REDACTED]@barnet.gov.uk  
Barnet Online: [www.barnet.gov.uk](http://www.barnet.gov.uk)



RE (Regional Enterprise) Limited is a joint venture between Capita plc and London Borough of Barnet.  
Registered in England 08615172. Registered Office: 17 Rochester Row, London, England SW1P 1QT.

Please consider the environment - do you really need to print this email?

**From:** [REDACTED]  
**Sent:** 09 July 2020 11:05  
**To:** [REDACTED]@thameswater.co.uk> [REDACTED]@thameswater.co.uk  
**Cc:** [REDACTED]@Barnet.gov.uk>; [REDACTED]  
[REDACTED]@barnet.gov.uk>  
**Subject:** RE: N11 3AH Sewer flooding enquiries  
**Importance:** High

Hi [REDACTED],

Can I please have an update on this as we are getting several enquiries to which we need to respond to.

Regards,

[REDACTED]

[REDACTED]

**Senior Flood Risk Manager**  
**M.CIWEM C.WEM**  
2 Bristol Avenue, Colindale, NW9 4EW  
Tel: [REDACTED]  
Email: [REDACTED]@barnet.gov.uk  
Barnet Online: [www.barnet.gov.uk](http://www.barnet.gov.uk)



RE (Regional Enterprise) Limited is a joint venture between Capita plc and London Borough of Barnet.  
Registered in England 08615172. Registered Office: 17 Rochester Row, London, England SW1P 1QT.

Please consider the environment - do you really need to print this email?

**From:** [REDACTED]@thameswater.co.uk]  
**Sent:** 02 July 2020 07:24  
**To:** [REDACTED]@Barnet.gov.uk>  
**Subject:** RE: N11 3AH Sewer flooding enquiries

Hi [REDACTED]

[REDACTED] has confirmed that he sent it on to my colleague [REDACTED] and that the response should be coming soon.

Thanks for your help

[REDACTED]

**From:** [REDACTED] <[\[REDACTED\]@Barnet.gov.uk](mailto:[REDACTED]@Barnet.gov.uk)>

**Sent:** 01 July 2020 20:16

**To:** [REDACTED] <[\[REDACTED\]@thameswater.co.uk](mailto:[REDACTED]@thameswater.co.uk)>

**Cc:** [REDACTED] <[\[REDACTED\]@thameswater.co.uk](mailto:[REDACTED]@thameswater.co.uk)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@Barnet.gov.uk](mailto:[REDACTED]@Barnet.gov.uk)>

**Subject:** RE: N11 3AH Sewer flooding enquiries

Hi [REDACTED]

No I didn't get a response, though [REDACTED] did mention that a response will be sent soon,

Yes please, we really need to look into this area as it has been creating several problems for us since so many years. And it is obviously disgusting for people to walk through raw sewage on the footpath.

Regards,

[REDACTED]

[REDACTED]  
**Senior Flood Risk Manager**

**M.CIWEM C.WEM**

2 Bristol Avenue, Colindale, NW9 4EW

Tel [REDACTED]

Email [REDACTED] <[\[REDACTED\]@barnet.gov.uk](mailto:[REDACTED]@barnet.gov.uk)>

Barnet Online: [www.barnet.gov.uk](http://www.barnet.gov.uk)



RE (Regional Enterprise) Limited is a joint venture between Capita plc and London Borough of Barnet. Registered in England 08615172. Registered Office: 17 Rochester Row, London, England SW1P 1QT.

Please consider the environment - do you really need to print this email?

**From:** [REDACTED] <[\[REDACTED\]@thameswater.co.uk](mailto:[REDACTED]@thameswater.co.uk)>

**Sent:** 01 July 2020 10:48

**To:** [REDACTED] <[\[REDACTED\]@Barnet.gov.uk](mailto:[REDACTED]@Barnet.gov.uk)>

**Subject:** RE: N11 3AH Sewer flooding enquiries

Hi [REDACTED]

I apologise that it has taken me so long to get back to you on this enquiry. Please can I ask if you ever had a response? It is actually in my colleague's area [REDACTED] and I am more than happy to forward it on if you would like me to?

Many thanks

[REDACTED]

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

Sent: 18 June 2020 07:10

To: [REDACTED] <[REDACTED]@thameswater.co.uk>; [REDACTED]

[REDACTED] <[REDACTED]@thameswater.co.uk>

Cc: [REDACTED] <[REDACTED]@Barnet.gov.uk>; Gudge, Andrew

[REDACTED] <[REDACTED]@Barnet.gov.uk>; Edser, Ian <Ian.Edser@Barnet.gov.uk>

Subject: N11 3AH Sewer flooding enquiries

Importance: High

Hi G [REDACTED]

Further to my previous emails, we have again received 2 members enquiries regarding the foul sewer flooding on the underpass that leads from Oakleigh Road South to Beaconsfield Road, under the railway line, leading to Chaville Court N11 3AH.

<https://twitter.com/drainn11/status/1273351342694817792?s=21>

<https://twitter.com/DrainN11> (all these photographs really express the severity and the recurrence of the problem)

Graeme, you did mention that all the options are explored and none of them are cost beneficial and are very expensive. Are you please able to provide me a document/ report of what all options are considered and when you say they are expensive how much funds we are talking about. I am not able to justify the situation by just saying this and unable to provide any concrete evidence to it.

Can an update please be provided on priority?

Regards,

[REDACTED]

-----Original Message-----

From: [REDACTED]

Sent: 26 February 2020 12:28

To: [REDACTED] <[REDACTED]@thameswater.co.uk>

Cc: [REDACTED] <[REDACTED]@barnet.gov.uk>

Subject: FW: Emailing: Gordon Road 1, Gordon Road 2, Gordon Road 3

Hi [REDACTED],

Just chasing up on couple of actions from the meeting we had in November in Barnet, do you have any update on them?

[REDACTED]  
[REDACTED]



Also, if you remember we discussed about Chaville Court - Beaconsfield Road N11, that Thames Water is unable to invest into a scheme in this area as all potential options have proven to be very expensive. We discussed if Thames Water could issue us a small note explaining what all options have been considered and why any scheme is not possible, it would be very helpful and give us a better justification ground.

Looking forward to hear from you.

Regards,

[REDACTED]

[REDACTED]

Senior Flood Risk Manager

M.CIWEM C.WEM

2 Bristol Avenue, Colindale, NW9 4EW

Tel: [REDACTED]

Email: [REDACTED]@barnet.gov.uk

Barnet Online: [www.barnet.gov.uk](http://www.barnet.gov.uk)

RE (Regional Enterprise) Limited is a joint venture between Capita plc and London Borough of Barnet.

Registered in England 08615172. Registered Office: 17 Rochester Row, London, England SW1P 1QT.

??Please consider the environment - do you really need to print this email?

-----Original Message-----

From: [REDACTED]@thameswater.co.uk]

Sent: 07 November 2019 10:29

To: [REDACTED]Barnet.gov.uk>

Subject: Emailing: Gordon Road 1, Gordon Road 2, Gordon Road 3

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Note: To protect against computer viruses, email programs may prevent you from sending or receiving certain types of file attachments. Check your email security settings to determine how attachments are handled.

Visit us online [www.thameswater.co.uk](http://www.thameswater.co.uk) , follow us on twitter [www.twitter.com/thameswater](https://www.twitter.com/thameswater) or find us on [www.facebook.com/thameswater](https://www.facebook.com/thameswater). We're happy to help you 24/7.

Thames Water Limited (company number 2366623) and Thames Water Utilities Limited (company number 2366661) are companies registered in England and Wales, both are registered at Clearwater Court, Vastern Road, Reading, Berkshire RG1 8DB. This email is confidential and is intended only for the use of the person it was sent to. Any views or opinions in this email are those of the author and don't necessarily represent those of Thames Water Limited or its subsidiaries. If you aren't the

intended recipient of this email, please don't copy, use, forward or disclose its contents to any other person – please destroy and delete the message and any attachments from your system.

**Senior Flood Risk Manager**  
**M.CIWEM C.WEM**  
2 Bristol Avenue, Colindale, NW9 4EW  
Tel: [REDACTED]  
Email: [REDACTED]@barnet.gov.uk  
Barnet Online: [www.barnet.gov.uk](http://www.barnet.gov.uk)



RE (Regional Enterprise) Limited is a joint venture between Capita plc and London Borough of Barnet. Registered in England 08615172. Registered Office: 17 Rochester Row, London, England SW1P 1QT.

Please consider the environment - do you really need to print this email?

This email and any attachments to it are intended solely for the individual to whom it is addressed. It may contain sensitive or confidential material and should be handled accordingly. However, it is recognised that, as an intended recipient of this email, you may wish to share it with those who have a legitimate interest in the contents.

If you have received this email in error and you are not the intended recipient you must not disclose, distribute, copy or print any of the information contained or attached within it, all copies must be deleted from your system. Please notify the sender immediately.

Whilst we take reasonable steps to identify software viruses, any attachments to this email may contain viruses which our anti-virus software has failed to identify. No liability can be accepted, and you should therefore carry out your own anti-virus checks before opening any documents.

Please note: Information contained in this e-mail may be subject to public disclosure under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004.

This message has been scanned by Exchange Online Protection.

Visit us online [www.thameswater.co.uk](http://www.thameswater.co.uk), follow us on twitter [www.twitter.com/thameswater](https://www.twitter.com/thameswater) or find us on [www.facebook.com/thameswater](https://www.facebook.com/thameswater). We're happy to help you 24/7.

Thames Water Limited (company number 2366623) and Thames Water Utilities Limited (company number 2366661) are companies registered in England and Wales, both are registered at Clearwater Court, Vastern Road, Reading, Berkshire RG1 8DB. This email is confidential and is intended only for the use of the person it was sent to. Any views or opinions in this email are those of the author and don't necessarily represent those of Thames Water Limited or its subsidiaries. If you aren't the intended recipient of this email, please don't copy, use, forward or disclose its contents to any other person – please destroy and delete the message and any attachments from your system.

-----Original Message-----

From: CUSTOMER.FEEDBACK@THAMESWATER.CO.UK  
[mailto:CUSTOMER.FEEDBACK@THAMESWATER.CO.UK]

Sent: 17 December 2018 15:52

To: [REDACTED]@barnet.gov.uk>; [REDACTED]  
Subject: Beaconsfield Road by Charville Court, London, N11 3AH

Thames Water  
Customer Relations  
PO Box 492  
Swindon  
SN38 8TU

Telephone: 0800 0093902

Fax: 01793 424291

Email: [Customer.Feedback@thameswater.co.uk](mailto:Customer.Feedback@thameswater.co.uk)<<mailto:Customer.Feedback@thameswater.co.uk>>

17 December 2018

Our Ref: 33339723

Beaconsfield Road by Charville Court, London, N11 3AH

Dear [REDACTED]

I'm writing to confirm our findings with regards to your email dated 12 December 2017, where you'd informed us a cover was dislodged and the footpath at the face of the foot tunnel was flooded with sewage effluent and requires cleaning and sanitising. I'm sorry for the distress this must've caused and the length of time this has taken to resolve.

To confirm, we've concluded our investigations into possible alternatives to reduce the flooding of the pedestrian underpass and walkway to the South of Chaville Court. Many options have been considered including attenuation of flow (Storage tanks) and diverting the flow far upstream in the sewer network so it doesn't reach this location. We've unfortunately not been able to identify a solution that's cost beneficial. The solutions we've assessed do not reduce flood volumes noticeably and provide little benefit. There're other solutions but these are expensive, and the investment cannot be justified based on the extent of the flooding observed. We've no more scenarios to model and therefore we've finished our investigation without identifying a solution. At this moment in time we propose to not carry out further work on this flooding at present. If circumstances were to change in the future it may allow us the opportunity of re-assessing the flooding.

We'll renew our sewer level monitor and continue to monitor levels from our Waste Operational Control Centre. We'll also review our planned response to future monitor alarms so we can attend the site quickly, and minimise the impacts and disruption flooding causes.

I'll now close the case and this can be reopened at any time. In the meantime, please do not hesitate to contact our 24 hour contact centre on 0800 316 9800 which is open 365 days a year.



In the meantime if you've any questions, please call me on 0800 009 3902. Our offices are open between the hours of 8am and 5pm, Monday to Friday. If I'm not available when you call you can either leave a message for me, or one of my colleagues will be happy to help.

We'd love to hear about your experience, please click  
here<[http://surveys.rantandrave.co.uk/thames/?%25SAP\\_ZCRME044\\_MAIL\\_MERGE-URL\\_CRNT\\_DATE&%25SAP\\_ZCRME044\\_MAIL\\_MERGE-URL\\_CREATED\\_DATE&%25SAP\\_ZCRME044\\_MAIL\\_MERGE-URL\\_ACTL\\_CLOSED\\_DATE&%25SAP\\_ZCRME044\\_MAIL\\_MERGE-URL\\_IR\\_NO&%25SAP\\_ZCRME044\\_MAIL\\_MERGE-URL\\_WATER&%25SAP\\_ZCRME044\\_MAIL\\_MERGE-URL\\_JOURNEY&%25SAP\\_ZCRME044\\_MAIL\\_MERGE-URL\\_TELEPHONE&%25SAP\\_ZCRME044\\_MAIL\\_MERGE-URL\\_PERSON\\_NUMBER&%25SAP\\_ZCRME044\\_MAIL\\_MERGE-URL\\_FULL\\_NAME&%25SAP\\_ZCRME044\\_MAIL\\_MERGE-URL\\_ORG\\_NAME&%25SAP\\_ZCRME044\\_MAIL\\_MERGE-URL\\_CATEGORY&%25SAP\\_ZCRME044\\_MAIL\\_MERGE-URL\\_POSTAL\\_CODE](http://surveys.rantandrave.co.uk/thames/?%25SAP_ZCRME044_MAIL_MERGE-URL_CRNT_DATE&%25SAP_ZCRME044_MAIL_MERGE-URL_CREATED_DATE&%25SAP_ZCRME044_MAIL_MERGE-URL_ACTL_CLOSED_DATE&%25SAP_ZCRME044_MAIL_MERGE-URL_IR_NO&%25SAP_ZCRME044_MAIL_MERGE-URL_WATER&%25SAP_ZCRME044_MAIL_MERGE-URL_JOURNEY&%25SAP_ZCRME044_MAIL_MERGE-URL_TELEPHONE&%25SAP_ZCRME044_MAIL_MERGE-URL_PERSON_NUMBER&%25SAP_ZCRME044_MAIL_MERGE-URL_FULL_NAME&%25SAP_ZCRME044_MAIL_MERGE-URL_ORG_NAME&%25SAP_ZCRME044_MAIL_MERGE-URL_CATEGORY&%25SAP_ZCRME044_MAIL_MERGE-URL_POSTAL_CODE)> to tell us what we are doing well or what we can do better.

Yours sincerely



Customer Relations

Visit us online [www.thameswater.co.uk](http://www.thameswater.co.uk), follow us on twitter [www.twitter.com/thameswater](https://www.twitter.com/thameswater) or find us on [www.facebook.com/thameswater](https://www.facebook.com/thameswater). We're happy to help you 24/7.

Thames Water Limited (company number 2366623) and Thames Water Utilities Limited (company number 2366661) are companies registered in England and Wales, both are registered at Clearwater Court, Vastern Road, Reading, Berkshire RG1 8DB. This email is confidential and is intended only for the use of the person it was sent to. Any views or opinions in this email are those of the author and don't necessarily represent those of Thames Water Limited or its subsidiaries. If you aren't the intended recipient of this email, please don't copy, use, forward or disclose its contents to any other person – please destroy and delete the message and any attachments from your system.