

Housing & Economy Department

Lindsay Bryan
Tenant Liaison Officer
(Housing Repairs)



Housing and Economy

Wrexham, LL13 7TU
Ruthin Road, Wrexham, LL13 7TU

Ruthin Road, Wrexham, LL13 7TU
Tel: 07773 647166
Email: lindsay.bryan@wrexham.gov.uk



Dear Occupier

Renew Water Mains

I am contacting you to inform that the work on the Water Mains is due to commence at this address on

If you have any queries on this work that is due to commence, please contact me to discuss on **07773647166 / 07976162421**

We will require access to either the front or back of the property, if you have any gates that are locked please could you unlock these the night before or morning of date work is due to commence.

If you can foresee any issues with gaining access, please call to inform us as soon as you can.

However due to the current situation regarding COVID- 19 pandemic, we have put measures in place to protect you the occupants and the operatives carrying out the work.

It is essential for the safety of everyone, that the 2m social distancing guidance is adhered to. We will ensure that persons attending site will maintain social distancing of a minimum 2 meters apart to minimise the risks of the spread of COVID 19.

We will ensure that the contractors attending your address follow approved risk assessments and method statements.

It is essential for the safety of both our tenants and work operatives, that these measures are followed, failure to do so will mean that the operatives will be instructed to leave site and the work will not be completed due to non-compliance with our social distancing rules.

Yours sincerely,
Lindsay Bryan / Jason Lloyd
Tenant Liaison Officer

with Tai a'r Economi/Head of Housing and Economy
Ien Bayley

Adran Tai a'r Economi, Ffordd Rhuthun, Wrexham. LL13 7TU
Housing and Economy Department, Ruthin Road, Wrexham. LL13 7TU
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F.A.O - Owner / Occupier

IMPORTANT: NOTICE OF RENEWAL OF WATER MAINS

I wish to inform you of our intention to renew the water main that services the properties in this area. Part of this work will be to install an individual underground stop tap to each of the properties.

We have engaged a contractor, namely KJ Drainage Ltd, who will carry out the work on our behalf and we anticipate this work will commence in your locality very soon.

The work will be undertaken in stages on groups of houses that are supplied by the same stop tap. Excavation and replacement of the water main at each block of properties will be completed prior to commencing work on other blocks of properties.

If you are a private resident I would like to assure you that you will not be liable for any costs incurred however the contractors will require your permission to access the grounds of your property to carry out the work. I would also like to assure you that disruption will be kept to a minimum and any damage sustained will be appropriately repaired.

However due to the current situation regarding COVID- 19 pandemic, we have put measures in place to protect you the occupants, and the operatives carrying out the work.

It is essential for the safety of everyone, that the 2m social distancing guidance is adhered to. We will ensure that persons attending site will maintain social distancing of a minimum 2 meters apart to minimise the risks of the spread of COVID 19.

We will ensure that the contractors attending your address follow approved risk assessments and method statements.

It is essential for the safety of both our tenants, and work operatives, that these measures are followed. Failure to do so will mean that the operatives will be instructed to leave site and the work will not be completed due to non-compliance with our social distancing rules.

If you have any objection I would be grateful if you would contact the Tenant Liaison Officer on 07976 162421/07773 647166. **Should we not receive any objection, we will assume that your permission has been granted.**

Thank you for your co-operation in this matter.

Yours sincerely

Simon Webster
Planned Works Team Leader

Water Mains Replacement Works

Tenant Information

Tenant Liaison Officers

Whilst the works are in progress you will be visited by the Tenant Liaison Officer and Contract Supervisor. They will monitor the progress of the work on site and advise you accordingly. If you have any queries regarding the water replacement works you can contact one of the Tenant Liaison Officers via the contact details below:

Tel: 07976 162421

Tel: 07773647166

Work on site

Works will be carried out on site between the hours of 8am and 5pm, Monday to Friday and will be disruptive. There may be occasions when the contractors carry on later than 5pm and work Saturday mornings 8am to 1pm to complete essential work but this will be kept to a minimum. We will do everything possible to adhere to the work schedule and to complete this work quickly with minimum disruption.

We will need access to the rear of your property and we will discuss this with you in person. You do not need to be home whilst the work is carried out, however, we will maintain contact and provide you with regular updates on the work as well as resolving any issues you may have relating to the work

If you have an emergency repair out of the normal working hours that is related to the refurbishment work you are having carried out in your home please contact Wrexham County Borough Council Housing Repairs on: **01978 298993**

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Water Mains Replacement Work Schedule

Please be aware that this schedule is only intended as a guide and may be subject to change.

Step 1	You will receive a letter in regards to the water mains work and a call from the tenant liaison officer who will be contactable throughout the works being done.
Step 2	Site visit by contractor/sub-contractor to main contractor to trace and mark out existing water main and number of properties supplied on this main. During this time there could be minor disruption to your water supply.
Step 3	Contractors will give you a call; access inside the property may be required so they can determine existing point of entry for the water supply (normally located under kitchen sink) this will then be marked externally as one excavation point.
Step 4	The contractors will decide on the route for new mains to be installed that will cause the least disruption. This will be discussed with owner/occupier where possible.
Step 5	Works commence – contractors will excavate at the depth of 750mm to allow for installation of new pipework – a minimum of 4 excavations will be made at each address on the block – the excavations will be approximately 1.2 metres square at a depth of 750mm, trenching could also be carried out using hand dig or micro excavators.
Step 6	Excavation work will commence on all properties on the identified supply. Safety measures will be implemented prior to installation.
Step 7	New pipe work and stop taps installed to front, side or rear of property.
Step 8	New pipe work connected and flushed out.
Step 9	Checks carried out to ensure supply returned to all properties on supply pipe.
Step 10	Reinstatement of all excavations. All garden lawns, paths and driveways will be made good.

- Tenant will be notified if water supply is disrupted for any longer than an hour.
- Timescale for the work process will be approximately 5 working days from day 1 excavation. Please note this will vary from site to site.
- Every effort will be made to keep disruption to a minimum, if you have any concerns or questions, please contact the tenant liaison officer

Photographs of previous schemes during different stages

The photographs are to provide you with an overview of the disruption and level of reinstatement which will take place and to offer you confidence that the area will return to its original state, however, it will take time and may require your intervention in the case of watering freshly seeded or turfed areas.

