

Sterndale Moor
Buxton
SK17 9QA / SK179QB

Project Title:
Sterndale Moor S101a
A6S/11645

5 September 2016

Dear Customer

**We are making
improvements
that may affect you**

- **Advance notice of existing drainage system CCTV survey works**
- **We will need to look at your drains**

Dear customer

As part of the first time sewerage investigations at Sterndale Moor, Dene-tech Services Ltd have completed the manhole and private sewer surveys at Sterndale Moor. We now need to carry out closed circuit television (CCTV) surveys of the existing sewers to determine their structural condition and to confirm some drain connections.

How is it being done?

As part of the investigation work to understand the private sewerage system at Sterndale Moor, IWJS Ltd has been appointed by Severn Trent Water to undertake the closed circuit television surveys of any sewers that serve more than one property and discharge to an existing septic tank. IWJS Site Team will carry Photo ID Cards with them at all times. The survey work will be monitored by Severn Trent Water's Infrastructure and Planning Engineer, David Nightingale, who will attend site at various times as the survey work progresses.

The work will require access to manholes/inspection chambers at the following properties:

Nos. 2 to 14, 15, 17, 18, 19, Odd Nos. 23 to 33, Even Nos. 20 to 66, Even Nos. 72 to 82 Sterndale Moor, Hindlow Club Car Park, Hindlow Sports Pavilion Connection and Nos. 1-8 Peak View. The surveyors may require access to the front, side and rear of your property to carry out this survey, except for Even Nos. 76-82 and Nos. 1-8 Peak View, where access to the front of your property only will be required. The camera will be inserted into the nearest available manhole. They will also need to park the transit van / survey vehicle as close to this manhole as is practically possible and will need to stretch a cable from the van to the manhole into which the camera is to be inserted. Access to the gardens of other properties, other than those listed may be required if buried manholes are found during the survey.

When will it happen?

We propose to start the survey work on **Tuesday 13 September 2016** and it is likely to take **up to 4 days to complete**. Your co-operation in allowing us to do this survey will be greatly appreciated.

It is not essential that you are at home whilst this work is carried out, but the survey team will require any gates to be unlocked to enable a full survey to be undertaken. We appreciate that you may have some security concerns in leaving gates unlocked, so we would encourage you to leave any locked gate keys with a trusted neighbour. If the survey team is unable to gain access, they will post a letter, requesting you contact their Surveyor direct to arrange a suitable day and time to return to the property to carry out the survey, preferably within the allotted survey period.

This work should cause minimal disruption and I request your co-operation to enable this work to be carried out. I apologise, in advance, for any inconvenience this work may cause.

The manhole and private drainage survey indicated that the sewer levels at the rear of Nos. 1-14 Sterndale Moor and reports of blockages in this sewer length by High Peak Borough Council may result in the camera being under-water and may require a second visit, to re-cleanse and cctv survey this length of sewer, towards the end of the survey period. We are aware that High Peak Borough Council have previously cleansed this length of sewer and reclaimed the cost of this work, as is their entitlement. Severn Trent Water Ltd will not recharge the costs of a further one-off sewer cleanse, if required as part of our investigations in order to complete the CCTV survey work. We would however ask all customers to avoid disposal of wet wipes and sanitary towels, which are none bio-degradable, into the sewerage system. These items should be disposed of to your waste bin.

Please Note: No-one will need to enter inside your building for this work to be carried out, but, if you are at home, the surveyor may ask you to run the toilet or run the cold water tap for a short period to check connectivity.

Who do I need to contact if I need to?

If you have any further queries regarding this work or can confirm if any gate keys have been left with your neighbour, please do not hesitate to contact David Nightingale (mobile) 07850 602289 or (e-mail); david.nightingale@severntrent.co.uk between 09.15 hrs and 17.15 hrs Monday to Friday. Please note that David will be on annual leave on Monday 12th September 2016, but will respond to any messages before that date and upon his return.

Alternatively, you may contact STW Call Centre 0800 7834444 (24 hours).

Yours faithfully,

D. Nightingale

AP, **Graham Robinson**

Senior Programme Engineer – Asset Creation Waste Infra East. Severn Trent Water

E-Mail: Graham.Robinson@severntrent.co.uk

Mobile number 0778990363 (except Thursdays)