What's in the pipeline?

Dartmouth sewer renewal

Stronger together

SOUTH WEST WATER

Dartmouth sewer renewal 2011/2012

South West Water and its H_5O partners are refurbishing the sewer system to improve the service to residents in the Dartmouth area. The scheme is part of a five-year £42 million investment in the sewer network across the region to renovate sewers identified as being at risk of collapse and to alleviate potential flooding problems.

The work will not disrupt your waste drainage. However, you may be inconvenienced by access or road restrictions nearby. We are working with South Hams District Council and other utility companies working in the area to minimise this inconvenience.

The work will take place in two phases – September and October 2011 and January to March 2012. All businesses, schools, hospitals and care homes will receive a visit from a Customer Liaison Officer before work starts.

Sewer renewal – questions and answers

What is happening in Dartmouth?
South West Water is refurbishing 1,165 metres of sewer to improve our services to residents – a £640,000 investment in the town.

When is the work due to start?
The first phase of the work will start on Tuesday 20 September 2011 and the second phase will start on or around Monday 9 January 2012.

How long will the work take to complete?
We expect the first phase to take four weeks, finishing by Tuesday 18 October 2011. The second phase will take around two months and is expected to finish by Friday 16 March 2012.

Will there be any road closures during the works?
Yes. For safety we will need to close roads. The work has been planned to minimise road closures. Please see the schedule overleaf.

Will these roads be open during the evening or at weekends?
We will do our best to reopen roads as soon as it is possible to do so. If we have finished work in time to reopen a road by the evening or over a weekend we will reopen it. However, if work is ongoing we will need to keep the road closed until it is finished.

What about access for buses, refuse collections and emergency vehicles?
Emergency services will always be given access. Other providers will make alternative arrangements for rubbish collections and bus pick-up and drop-off points.

Useful contact details

South West Water
southwestwater.co.uk/**dartmouth**
24-hour helpline: 0800 169 1144

Bus services - First Bus 0845 602 0156

Waste collection
South Hams District Council, Follaton House, Plymouth Road, Totnes TQ9 5NE
01803 861234

Dartmouth Town Council
The Guildhall, Victoria Road, Dartmouth TQ6 9RY 01803 832281

Will bus routes be affected?
All bus companies are fully aware of our plans and will arrange temporary alternative routes during this period. If you require specific advice please contact First Bus (see box, above).

How can I find out where the road diversions are?
Diversions will be clearly signed and maintained during the work.

Will there be any parking restrictions?
During the times when we have to close a road, we are sorry but you will need to find alternative parking arrangements. Other parking restrictions will be clearly marked with bollards before work starts.

Will I have access to my property during the road closures?
Pedestrian access to your property will be maintained at all times. Also whenever we can and it is safe to do so we will provide vehicle access.

What about the noise?
We aim to complete all work by 8pm each night, and digging will be kept to a minimum.

Who will be doing the work?
South West Water and Balfour Beatty.

Will my waste water drainage be affected during this work?
No. Restrictions on usage will not be necessary.

What about the smell?
During the works you may smell an organic compound called styrene, which smells similar to car body filler. This is in no way harmful at the levels used. Should you experience the smell, simply ventilate the affected area until it has dispersed.

Where can I go to find more information?
Please go to the special section on our website at **southwestwater.co.uk/dartmouth**

Road closures

Newport Street to North Ford Road
Tuesday 20 September 2011 to Friday 23 September 2011

Roseville Street to Market Square
Wednesday 21 September 2011 to Friday 23 September 2011

Duke Street – from the quay to Victoria Road
Monday 26 September 2011 to Monday 3 October 2011

(Victoria Road will also be closed on behalf of South Hams District Council from Monday 3 October 2011 to Sunday 20 November 2011 while work is carried out on the leat. South West Water will be doing some work on the water mains while this road is closed.)

South Ford Road
Monday 3 October 2011 to Friday 7 October 2011

Foss Street
Monday 9 January 2012 to Friday 16 March 2012

Flavel Street
Monday 9 January 2012 to Friday 16 March 2012

Please note that these dates may change. Up-to-date information can be found on our website southwestwater.co.uk/dartmouth