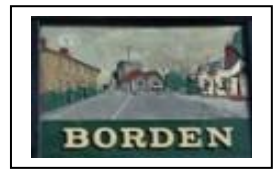


BORDEN PARISH COUNCIL



23rd July 2024

Parish Clerk, Ms T Millum
Tel: 07821 664737
Email: clerk@bordenparishcouncil.gov.uk

South East Water
Rocfort Road
Snodland
Kent ME6 5AH

Dear Sir/Madam

Subject: Ongoing Water Pressure Issues in Wises Lane Area, Borden, Sittingbourne, Kent.

We are writing to express our extreme disappointment on behalf of the residents of the Wises Lane area regarding the ongoing issues with water pressure that have caused significant distress.

We understand that your Technical team attended a report back in May where there were high-pressure issues in the area. The root cause of the high-pressure issues being due to contractors for the Wises Lane development opening a valve outside of the pressure-managed area, an action that was beyond your immediate control and resulted in unanticipated high pressure entering the system. However, this explanation, while informative, does not mitigate the frustration and inconvenience experienced by our residents.

There has been a significant lack of communication and the reactive measures taken have not alleviated the immediate concerns of our residents. You have said that your Developer Services team has been instructed to liaise with Network Modelling to confirm which legs of the site mains need to be capped off so that they conform to modelling requirements and prevent the local network from being pressurised in the future. We ask that you expedite this action to ensure the water pressure is stabilised and secure in the affected area. Additionally, we ask for more transparent and timely communication regarding the progress of these measures to keep our residents adequately informed.

We look forward to your prompt response detailing the steps you will take to address these ongoing problems and prevent their recurrence.

Yours faithfully

Auto signed on behalf of Borden Parish Council

Teresa Millum
Clerk to Borden Parish Council

[REDACTED]
Sittingbourne Kent
[REDACTED]

29th July 2024

Our ref: LG/MB/8628575

Your ref: 8628575

clerk@bordenparishcouncil.gov.uk

Subject: Recent Communication

Dear Teresa Millum,

Thank you for your email and attached letter regarding recent high-pressure issues in Wises Lane, Borden, which I received on 23rd July 2024

I am sorry for the concern that occurred in May 2024 whereby the local community of Wises Lane experienced high water pressure.

From reviewing the events that took place, a developer accessed our equipment without prior permission or consent, which subsequently caused the issue with high pressure in the area.

When we were alerted to high pressure concerns, we immediately attended and rectified this issue. The pressure being supplied was reduced back to normal levels and since this date, we have liaised with the developer to ensure that this does not happen again.

I cannot see any further reports of high pressure however kindly ask that if you can confirm with the residents and should there be any concerns still, I will be more than happy to arrange a further review.

I appreciate that this will have been a concerning time for the Wises Lane community, however, the issues were the result of third-party actions, who have been fully informed and are in acceptance of the importance on what happened along with ensuring this does not happen again.

I hope the above information has been helpful. However, if you do have any further questions or concerns, please do get in touch and we will be happy to help.

Yours sincerely,



Tanya Sephton
Customer Services Director

Customer enquiries: 0333 000 1122
24 hour emergencies: 0333 00 00 365
Web: southeastwater.co.uk

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