

[REDACTED]

Dear [REDACTED] and [REDACTED]

Thank you for taking the time to contact us.

Our records indicate that a report of work carried out at your home from 21 October 2023 and 27 February 2024 was previously sent to you by email on 8 June 2024, I have attached a copy for your records.

Please find below details of any visits to your home to investigate flooding between 1 January 2025 and 20 January 2025.

On 1 January 2025 we received a report that flooding had occurred at your home. Our Reactive Resolution Team attended later that day to investigate and found the outfall and parts of the sewer had been infiltrated with tree roots. We used high powered water jets, suction equipment and also specialist cutting tools to remove the restriction to allow the sewer to operate as designed but a further visit was required.

Our team returned on 20 January 2025 to remove additional tree roots from the network. A camera survey revealed that the outfall pipe was in need of a repair and that removing the tree roots would not fully resolve the issues with the network.

We returned to the location on 30 January 2025 and removed some of the volume from the sewer network and completed another camera survey which confirmed the sewer pipe connected into a culvert and mass tree roots were identified within in.

It is my understanding that our Complaints Resolution Team are continuing to liaise with our technicians as the overflow pipe and culvert on 3rd party land requires further investigation / repair which we are assisting with, although not responsible for. If you have any questions please contact your Case Owner on 03450726084.

Kind regards

[REDACTED]