

# FAQs – Hatchmere Crossroads Closure



Water for the North West

Closure Dates: Monday 30 March to Tuesday 9 June 2026

Project: Vyrnwy Aqueduct Modernisation Programme (VAMP)

Project Number: 80063071.02

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## Access, services, and day-to-day impacts

### **Q: Will I still have water?**

**A:** Yes. Your water and wastewater services will not be affected. We will make every effort to avoid any interruption, and if one is needed, we will notify you in advance.

### **Q: Will I still be able to access my driveway?**

**A:** Yes. Access to driveways will be maintained wherever possible. If temporary restrictions are required, we know this may be disruptive, and we will work closely with affected residents to minimise any impact.

### **Q: Will pedestrian access be maintained during the road closure?**

**A:** Yes. Pedestrian access will be maintained where possible and safe to do so, with temporary arrangements in place as works progress.

### **Q: Will the bin collections still take place?**

**A:** Yes. Cheshire West and Chester Council have advised that they will plan around the closure to ensure there is no disruption to services for residents in the area.

### **Q: Is there the possibility of providing alternative parking for residents living close to the crossroads?**

**A:** We have explored options for alternative parking, including the use of Forestry England land previously used as a compound area. Currently, this land may be needed for the works. In addition, the site could not be effectively controlled or restricted for parking use. For these reasons, this option is not considered viable. We will continue to consider practical ways to support residents and keep disruption to a minimum.

### **Q: Will United Utilities pay compensation if I have to take a longer journey or incur extra costs because of the road closure? (Domestic customers)**

**A:** We understand that longer journeys can be frustrating, and we're sorry for any inconvenience. While compensation is not usually provided for domestic customers, we are committed to minimising disruption by providing clear updates, managing diversion routes carefully, and supporting residents throughout the works.

Road closures are only used where essential work needs to be carried out safely. We will do our best to minimise disruption by providing advance notice, clearly signposting diversion routes, completing works as quickly as safely possible, and sharing regular updates. Business customers may have different arrangements and are encouraged to contact us directly.

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## Travel, transport, and road access

### **Q: Can temporary bus stops be added to the No. 48 route at The Carriers Inn and School Lane?**

**A:** We understand that missing stops can be inconvenient. We've worked closely with Cheshire West and Chester Council's Transport Planning Team. Unfortunately, temporary bus stops cannot be added at these locations due to safety and operational constraints, including limited space for buses to turn safely and the size of vehicles used on the No. 48 route.

No. 48 service will continue to operate via a safe diversion along Norley Road, although it won't be able to serve the crossroads stops. Please check local timetables for updated service information.

We also explored extending the itravel bus boundary to include Weaverham High School, but this was not approved.

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## **Q: Can vehicles, horses, or cyclists pass through the works using pavements or temporary plates?**

**A:** For safety reasons, the works require a secure working area that cannot be crossed by vehicles, horses, or cyclists, including on pavements or temporary metal plates. This helps protect everyone's safety and prevents damage to surfaces and equipment.

The full closure keeps residents, pedestrians, and workers safe while the work is carried out. Pedestrians may use temporary safe routes where available. Cyclists are advised to dismount and follow signed diversion routes or any temporary pedestrian arrangements provided.

## **Q: Why can't the closure be phased, use traffic lights, or keep one road open at a time?**

**A:** We understand this will be inconvenient. The work requires relocating large underground assets across the whole junction, and the available space is very limited. Because of this, it wouldn't be safe to allow traffic through any part of the crossroads while the work is taking place. A full closure means the work can be completed as quickly as possible and with the least overall disruption, while keeping everyone safe.

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## **Safety and communication**

### **Q: Will emergency services be notified of the closure?**

**A:** Yes. Cheshire West and Chester Council notify emergency services of planned road closures and diversion routes. In addition, we have notified local control centres of the closure.

### **Q: Will there be security/CCTV onsite and how will traffic compliance be monitored?**

**A:** Yes. There will be a roaming security guard onsite during the works to help keep the site secure.

We understand concerns about vehicles blocking access to properties. As the site is in very close proximity to residential homes, any use of temporary CCTV would need to take residents' privacy and data protection requirements into account. For this location, periodic security patrols are considered the most appropriate approach. If you experience serious issues, such as persistent driveway obstruction, we recommend reporting this to the local council or the police, as they have the authority to take enforcement action.

### **Q: How will diversion routes and signage be managed?**

**A:** Advanced warning signs will be installed 10–14 days before the closure. Diversion routes will guide all traffic around the works and signage will be maintained throughout.

### **Q: How will residents and businesses be kept informed?**

**A:** We will keep residents and businesses up to date through letters, emails, and leaflets, and by putting up diversion maps and signage. We're also holding several drop-in sessions where you can meet the project team, ask questions, view the diversion plans, and share any concerns in person. If you are unable to attend a session, we will provide alternative ways for you to see the plans and ask questions.

- **NCK Centre, Norley Road, WA6 8NE**
  - Tuesday 21 April 2026 | 2–4 pm
- **Delamere and Oakmere Community Centre, CW8 2HU**
  - Tuesday 24 February 2026 | 2–4 pm
  - Tuesday 28 April 2026 | 5–7 pm
- **The Carriers Inn, WA6 6NL**
  - Tuesday 17 March 2026 | 4–6 pm
  - Tuesday 5 May 2026 | 4–6 pm

### **Q: Who can I contact if I have any questions or concerns?**

**A:** We will continue to review feedback throughout the closure. If you have any questions or concerns, you can contact United Utilities on 0345 672 3723 (please quote project number 80063071.02) or visit [unitedutilities.com/vamp-live-updates](https://unitedutilities.com/vamp-live-updates) for the latest information.