United Utilities Water Limited
Haweswater House
Lingley Mere Business Park
Lingley Green Avenue
Great Sankey
Warrington WA5 3LP

Telephone: 01925 237000

unitedutilities.com

Our ref: EIR/ID1030
Date: 23/10/2026
Email: EIRRequests@uuplc.co.uk

Dear [redacted],

Thank you for your request for environmental information. We appreciate your interest, and we want to let you know that your request has been carefully considered in accordance with the Environmental Information Regulations (EIR).

Your request:

Under EIR, please provide all job logs, engineer call out notes, CCTV camera findings, and repair records for the shared rainwater lateral drain block/burst located at 12 Eileen Grove. The incident involved a blockage caused by tree/plant roots affecting a line serving at least 6 properties, repaired on or around February to April 2025.

Our response:
Please find attached Appendix A, which contains the job logs, engineer notes and repair records relating to the wastewater flooding incident at your property on Eileen Grove, Manchester, M14, during 2025.
Please note that, in line with data protection requirements, we can only provide information that relates directly to your property or shared assets. Any personal information contained within the records has been redacted under Regulation 12(3) of the Environmental Information Regulations 2004.
We have also attached Appendices B, C and D, which are the CCTV survey videos recorded on 24 February 2025, as requested.
Please note that due to the size of the files, we will be sending all of the appendices over in two separate emails.

We hope that this response answers your request. However, if you're not satisfied with how we've handled it, you can request an internal review. To do this, please write to us at Environmental Information Office, Haweswater House, Lingley Mere, Warrington, WA5 3LP or email us at EIRRequests@uuplc.co.uk, addressing your request to [redacted], and explaining why you're unhappy with our response. We'll be very happy to review your request and ensure we've done everything we can to assist you.

Any request for an internal review should be made within 40 working days of receipt of this response, and we will reply within 40 working days from receipt of the request for internal review.

Many thanks