**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/ID1050
**Date:** 28/10/2026
**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:**

I was travelling on the top deck of the 555 bus from Keswick to Ambleside and noticed an outcrop of Himalayan Balsam over the wall in the wooded area at the Southern end of Thirlmere. The growing season is now almost over and the plants will have set seed but some plants were still in flower. The purpose of alerting you to the infestation is so it can be dealt with effectively next year. Feed back would be welcome. (Tim Farron MP has asked me to advise on the general approach to take in Ambleside).

**Our response:**

We have shared the details with our Grounds Maintenance team, who have confirmed that this area of land is owned and maintained by United Utilities. We are already aware of the presence of Himalayan Balsam at this location and have an ongoing programme in place to manage and remove non-native invasive species across our land, including this area.

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