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/ID441
Date: 11/07/2025
Email: EIRRequests@uuplc.co.uk

Dear [redacted],

EIR Reference: EIR/ID/441

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

[redacted] *Fairbourne Drive, Wilmslow, Cheshire, SK9* [redacted]

The pond has no outflow and lies on the water table. Several pipes discharge into it, apparently carrying stormwater and possibly polluted runoff from nearby streets. This has caused serious issues, including:

- *Property damage due to frequent overflows*
- *Suspected pollution, including the presence of oil or chemical substances*
- *Ecosystem collapse, including the death of wildlife such as ducklings*
- *Significant maintenance costs for what should be a natural, passive garden feature*

Please see the attached letter for full details. I am requesting confirmation of whether United Utilities maintains or is responsible for any drainage systems discharging to my property, and if so, what measures can be taken to stop or divert this water safely.

Our response

We can confirm that United Utilities has no assets mapped at the rear of [redacted] Fairbourne Drive that could discharge to your property.

We do have a surface water sewer in the highway on Fairbourne Drive at the front of your property, but this runs away from no. [redacted] There is also a surface water sewer in Knutsford Rd serving the properties at the rear of Fairbourne, but this has no connections or overflows that could discharge to your property.

We would advise that you contact the Lead Local Flood Authority, which for this area would be Cheshire East Council.

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.

Kind regards