



Important information inside



Your reference

BB279802



[thameswater.co.uk](https://www.thameswater.co.uk)

0800 316 9800

Our lines are always open

17 December 2019

Upgrading pipes for the future

Dear Resident,

Since 27 May 2019, we've been busy upgrading the water pipes on Norwood Road. You may have seen our teams on site from Monday to Saturday, 7.30am to 7.30pm, and Sundays, 10am to 5pm.

As part of our plan to complete this essential work by June 2020, we'd like to give you an update on our work.

Due to challenging ground conditions, we have continued to work through December to enable us to complete all works between Elmcourt Road and Ullswater Road before leaving the area for Christmas. By working until 24 December 2019 we will be able to open Lancaster Avenue and York Hill to traffic for the remainder of our works.

How will this work affect me?

We're still doing everything we can to make sure your water flows normally while we work, but we may need to close road lanes and install temporary traffic lights over the next few months.

- **From 24 December 2019** Lancaster Avenue and York Hill will re-open to traffic following the completion of our work between Elmcourt Road and Ullswater Road.
- Leigham Vale will remain closed until June 2020. This is to enable the bus route 322 to be maintained in one direction.
- **From 10pm on 5 January 2020** until 14 February 2020 the junction between Chestnut Road and Norwood Road will be closed to traffic. Two-way temporary lights will be in place to control traffic along Norwood Road between Robson Road and Waylett Place
- **From 10pm on 5 January 2020** Robson Road will have a directional closure in place, only allowing southbound traffic from Norwood Road to turn into the road and travel eastbound. There will be no access to Robson Road for northbound traffic from Knight's Hill.
- **From 14 February 2020** until early April 2020 the junction between Chatsworth Way and Norwood Road will be closed. Waylett Place one-way system will also be reversed to allow our work to continue across the junction.

We've been working closely with Transport for London as from 10pm on 5 January our work will require the closure and relocation of some bus stops.

- Bus route 322 travelling northbound towards Norwood Road will be diverted via Rosendale Road, Thurlow Park Road and Lancaster Avenue.
- The bus stop opposite Tesco Express customer carpark on Robson Road will be closed and relocated to Rosendale Road between property numbers 83 to 85 and 143 to 145.



- The bus stop outside Efes Restaurant on Norwood Road will be closed and relocated outside Knowles of Norwood.
- The bus stop outside Sainsbury Local, Norwood Road will be closed and relocated outside Greggs.
- The bus stop outside London Decorators Merchants will be closed and relocated outside St Luke's Church on Norwood High Street.
- There will be a temporary bus stop located on Lancaster Avenue at the junction of Norwood Road.

Don't worry – you can still use footpaths and pavements as normal. Shops and businesses will be open as usual, and there will be access for bin collections and deliveries too.

[Free Cargo Bike Delivery Service](#)

Station to Station, in collaboration with Lambeth Council, Peddle My Wheels and the local bike shop Bon Velo, have launched a free shop and drop service available to residents in the West Norwood area. Walk or cycle into town, drop you're shopping off at Bon Velo and the electric bike will deliver it later in the day. For more information please visit www.stationtostation.london/cargobike

[Can I find out more?](#)

Once again you can get in touch with us on [0800 316 9800](tel:08003169800), selecting option one and quoting the reference BB279802. If you are a business customer you may wish to contact your Retailer for any additional information relating to our work.

Yours sincerely,

Tina O'Brien
Customer & Stakeholder Experience Coordinator