



HOUSE OF COMMONS

LONDON SW1A 0AA

Sarah Bentley  
Designated CEO  
CEO Management office  
Thames Water  
Clearwater Court  
Vastern Road  
Reading  
RG1 8DB

Our Ref: SO42459

20 March 2023

Dear Ms Bentley,

**Re: Richmond Repair Works**

I am writing on behalf of a number of constituents, who have recently contacted me regarding the works being carried out at multiple locations in Richmond town centre in the heart of my constituency. They have also contacted me about unattended water leaks in the area.

Normally, my office would raise these issues with your MP and local government liaison officers. However, the extent of the problem is so great that I feel I must write to you directly about it.

Let me give you some examples that constituents have brought to my attention:

1. At the Vineyard junction with Halford Road, where there is a blind bend, Thames Water has left a portaloo in the carriageway for more than a week after completion of works. It is unlit and without any traffic hazard signs and it forces traffic into the opposing carriage on this blind bend. A constituent who reported this to Thames Water says your staff did not seem to know about it. He has asked for it to be picked up today. I would ask that you make sure that it is.
2. At Manor Road, works stretch across more than half the road width. There is a level crossing less than 100 yards away. Traffic is being allowed southbound over the Manor Road level crossing into this small section of road between the crossing and the works site. There is no exit for vehicles except the dead end Manor Park side road. Residents say gridlock at the crossing caused by the jam ahead of them risks a rail incident. I understand Thames Water has taken remedial action today. I would be grateful if you would confirm this.
3. I am told that Manor Road will be completely blocked until at least 23rd March according to notices, at the same time as other major roads being affected, and that this brought traffic on adjoining Sheen Road and its junctions to a standstill yesterday afternoon/evening.

4. The Church Road bus stop on Sheen Road is closed and parts of Sheen Road have been cordoned off for works, but no works have been taking place, which has caused additional inconvenience and annoyance for constituents.
5. There are water leaks on Sheen Road outside Peldon Court and Marshgate Primary School that have not been attended to.

The above is indicative of the problems faced by residents, not an exhaustive list. Supporting photos are attached.

In addition, I would be grateful if you would confirm or dispel a rumour that constituents have heard that Thames Water is installing ULEZ monitoring equipment for the Greater London Authority.

I think it is important to explain that constituents' anger towards Thames Water is aggravated by memories of January 2020, when a water mains burst and flooded gas pipes, causing thousands of Richmond residents to be without gas for ten days. Residents had reported the burst in the early morning but Thames Water did not come to make repairs until more than twelve hours later, and only following the intervention of Council Leader Gareth Roberts, by which time the damage to gas pipes had been done.

I would be grateful if you would address the delays and poor management of Thames Water's works in Richmond urgently, so that they can be completed as quickly and safely as possible.

I look forward to hearing from you.

Yours sincerely

A handwritten signature in cursive script that reads "Sarah Olney".

Sarah Olney MP