

[REDACTED]

From: [REDACTED]
Sent: 10 November 2023 12:28
To: DDC Housing <housing@dover.gov.uk>; [REDACTED]@DOVER.GOV.UK>; [REDACTED]
[REDACTED]@DOVER.GOV.UK>; [REDACTED]@DOVER.GOV.UK>; DDC asset.management
<asset.management@dover.gov.uk>
Cc: [REDACTED]@DOVER.GOV.UK>; [REDACTED]@dover.gov.uk>
Subject: RE: Flooding at Durban Crescent.

Afternoon,

This is the first time I have heard of this situation. I have never had this reported previously but agree that it is likely a consequence of the unprecedented rainfall we are experiencing.

If you would like me to attend and inspect, I am happy to do so.

Thanks

[REDACTED]

[REDACTED]

Parks and Open Spaces Manager
Dover District Council

From: DDC Housing <housing@dover.gov.uk>
Sent: Friday, November 10, 2023 11:00 AM
To: [REDACTED]@DOVER.GOV.UK>; [REDACTED]@DOVER.GOV.UK>; DDC Housing
<housing@dover.gov.uk>; [REDACTED]@DOVER.GOV.UK>; [REDACTED]
[REDACTED]@DOVER.GOV.UK>; DDC asset.management <asset.management@dover.gov.uk>
Cc: [REDACTED]@DOVER.GOV.UK>; [REDACTED]@DOVER.GOV.UK>
Subject: RE: Flooding at Durban Crescent.

[REDACTED] is Drainage technician who works for KCC her number is [REDACTED].

Kind regards,



HOUSING SERVICES

[REDACTED]

Customer & Transaction Officer

Dover District Council

Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ

Web: www.dover.gov.uk

From: [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>

Sent: Friday, November 10, 2023 10:51 AM

To: [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>; DDC Housing <housing@dover.gov.uk>; [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>; [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>; DDC asset.management <asset.management@dover.gov.uk>

Cc: [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>; [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>

Subject: RE: Flooding at Durban Crescent.

Morning all

I have copied in [REDACTED] and [REDACTED] (a housing inspector may have been out).

When in correspondence please can all parties get full names of people they are communicating with and contact details. Please can we have full name of KCC employee who is looking at the problem and in what capacity? If it is surface water run off from a playing field it won't be a simple fix, the ground is particularly saturated at the moment and there are heavy downpours which are causing localised flooding across the country.

Someone needs to lead from DDCs perspective, is anyone aware of any historic issues of flooding within this area from fields?

Regards

[REDACTED]



[REDACTED]

Head of Property Assets

Dover District Council

Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ

Tel: [REDACTED]

Email: [\[REDACTED\]@dover.gov.uk](mailto:[REDACTED]@dover.gov.uk)

Web: <http://dover.gov.uk>

Dover District Council is a data controller under GDPR, your attention is drawn to our Corporate Privacy Notice at: <https://www.dover.gov.uk/privacy>. This explains how we will use and share your personal information and protect your privacy and rights.

From: [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>

Sent: Friday, November 10, 2023 10:44 AM

To: DDC Housing <housing@dover.gov.uk>; [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>; [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>; DDC asset.management <asset.management@dover.gov.uk>; [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>

Subject: Re: Flooding at Durban Crescent.

Morning,

I'm not aware of the situation, there is a chance that my Supervisor [REDACTED] attended and he is on leave today but I'm sure would have mentioned this yesterday when I saw him.

It's not something our team would necessarily deal with so I've copied asset management and the Property Services manager in to confirm.

Thanks

[REDACTED]

From: DDC Housing <housing@dover.gov.uk>
Sent: Friday, November 10, 2023 9:57:01 AM
To: [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>; [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>
Cc: [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>
Subject: Flooding at Durban Crescent.

Good morning,

I've just taken a call from [REDACTED] who works for KCC. She is dealing with issues at Durban Crescent, Dover, rainwater from a DDC owned playing field is flooding the homes in Durban. Someone from DDC attended yesterday regarding this issue but she doesn't know who and would like to discuss the issues further regarding this.

Are you aware of who attended or is dealing with this please? I'm not entirely sure which team to contact.

[REDACTED] number is [REDACTED]

Many thanks,



[REDACTED]
Customer & Transaction Officer
Dover District Council
Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ
Web: www.dover.gov.uk

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.





[REDACTED]

From: [REDACTED]
Sent: 11 January 2024 12:33
To: [REDACTED]@kent.gov.uk
Cc: flood@kent.gov.uk
Subject: RE: Advice (LLFA/2023/1701/FI)
Attachments: Durban Crescent Land Ownership.jpg; Durban Crescent Drainage.png; Dyno Rod Report and quote.docx

Morning [REDACTED]

I hope you are well and having a good week. Apologies for the slight delay in getting back to you regarding meeting on site.

I can confirm I can be available next Tuesday (16/01/24) on site to inspect the areas affected. I can meet anytime between 10:30 – 1pm.

Following your email on the 03/01, I have detailed some items below to provide some information:

- WC 06/11/23 – it was reported of flooding to 68 & 66 (66 is privately owned) Durban Crescent. Fire brigade attended the properties to pump out the water from the rear gardens and our contractor attended to wet vacuum our property.
- I attended the day after to inspect and to try and source the storm drain situated behind no.66&68, however we have been unsuccessful in sourcing where the drain is.
- We believe the storm drain, fitted by Southern Water, is situated in a dyke behind the properties which is on Dover District Council land (as we own the public footpath). I have attached an image to this email of where the storm drain is meant to be situated from our mapping system (everything highlighted yellow is owned by Dover Council).
- To assist, DDC have sent Dyno Rod to try and source and clear the drainage, however they have come back in their report with the following:
 - *The dyke is overgrown and that clearance work is required to the dyke to allow the rainwater to flow away from the field (behind the houses and our footpath). Now the rainwater is not flowing away as the dyke is full. Once the dyke has been cleared you might find some culverts that may require unblocking.*
- Since dyno rod first attended, we have now cleared the dyke and asked Dyno rod to carry out a CCTV survey of the drain system from the road, which we are waiting for the videos and their recommendations.

We have reported a block storm drain with Southern Water on numerous occasions since this issue was first reported, however we are hoping to establish whose responsibility it is to ensure the storm drain is clear and maintained on a more regular basis to prevent this from occurring again, along with understanding if further works can be carried out to assist with drainage in the area.

I hope this information assists, any queries, please let me know.

I look forward to hearing from you soon.

Many thanks

Kind regards,

[REDACTED]

From: E [REDACTED]@kent.gov.uk [REDACTED]@kent.gov.uk>
Sent: Wednesday, January 3, 2024 12:59 PM
To: [REDACTED]@DOVER.GOV.UK>
Cc: flood@kent.gov.uk
Subject: Re: Advice (LLFA/2023/1701/FI)

You don't often get email from [REDACTED]@kent.gov.uk. [Learn why this is important](#)

Morning [REDACTED]

I had your previous email flagged to respond to as I have only returned to the office this morning.

I have availability from 15th -17th Jan between 1030 and 1300- It may be worth having a conversation prior to meeting so I can take a look at maps and land registry etc for some background information as I do not know this area very well and was not passed a lot of information other than DDC and the waterboard were investigating.

What was the waterboard looking at? was there a failure in their system? Are there any cleansing reports or site reports from the day of flooding? were properties internally flooded, if so how many? I also raised some other queries in my email below that would be handy to have prior to our site meeting.

Thanks
[REDACTED]

[REDACTED] | Land Drainage Engineer | Kent County Council

Environment, Planning and Enforcement, Invicta House, County Hall, Maidstone, Kent, ME14 1XX
t: [REDACTED] | e: [REDACTED]@kent.gov.uk | www.kent.gov.uk



From: [REDACTED]@DOVER.GOV.UK>
Sent: Monday, 18 December 2023 14:18
To: [REDACTED]@kent.gov.uk>
Subject: FW: Advice (LLFA/2023/1701/FI)

You don't often get email from [REDACTED]@dover.gov.uk. [Learn why this is important](#)

Good afternoon [REDACTED]

I hope you are well and had a nice weekend.

Following my colleague's email below, I understand you are reviewing the issues of flooding at Durban Crescent, Dover from Kent County Council. I have been liaising with both the tenants and owners affected by these issues.

From Dover Councils side, where we can assist we have been, however I am hoping we could arrange to meet at the site in the new year to review the drain issues and understand what responsibilities we have as the local authority.

Please can you advise when would be convenient with yourself to meet at Durban Crescent to inspect and discuss.

If you have any queries, please do not hesitate to let me know.

Have a great Christmas.

Many thanks

Kind regards,

[REDACTED]
Surveyor

From: [REDACTED] <[REDACTED]@DOVER.GOV.UK>
Sent: Friday, December 8, 2023 11:21 AM
To: [REDACTED] <[REDACTED]@kent.gov.uk>
Cc: [REDACTED] <[REDACTED]@kent.gov.uk>; [REDACTED] <flood@kent.gov.uk>; [REDACTED] <[REDACTED]@DOVER.GOV.UK>; [REDACTED] <[REDACTED]@DOVER.GOV.UK>; [REDACTED] <[REDACTED]ght@DOVER.GOV.UK>; [REDACTED] <[REDACTED]@DOVER.GOV.UK>
Subject: FW: Advice (LLFA/2023/1701/FI)

Good morning [REDACTED]

Thank you for the e-mail below and for your input to date.

My colleagues [REDACTED] and [REDACTED] are helping to deal with the issue from our end ([REDACTED] is leading for DDC and will get in touch with you).

Regards

[REDACTED]



[REDACTED]
Head of Property Assets
Dover District Council
Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ
Tel: [REDACTED]
Email: [REDACTED]@dover.gov.uk
Web: <http://dover.gov.uk>

Dover District Council is a data controller under GDPR, your attention is drawn to our Corporate Privacy Notice at: <https://www.dover.gov.uk/privacy>. This explains how we will use and share your personal information and protect your privacy and rights.

From: [REDACTED] <[REDACTED]@kent.gov.uk> <[REDACTED]@kent.gov.uk>
Sent: Friday, December 8, 2023 10:52 AM
To: [REDACTED] <[REDACTED]@DOVER.GOV.UK>
Cc: [REDACTED] <[REDACTED]@kent.gov.uk>; [REDACTED] <flood@kent.gov.uk>; [REDACTED] <[REDACTED]@DOVER.GOV.UK>
Subject: Fw: Advice (LLFA/2023/1701/FI)

Hi [REDACTED]

Thanks for speaking with me on the phone just now. I have attached the information from highways and also the email I sent on 16 November trying to fish for some information. I think that this one would be good to see as I am not familiar with the area. It is interesting as highways thought that the land was owned by DDC but the land registry for this area shows different information so very helpful to have clarified that it is not DDC land!

It would also be good to know if Southern Water have investigated their system and if any defects were found that may have caused the issue or if there is a contact I could also follow up with, as well as a map showing where the cover is and where the water was flowing from.

I am on leave from next Friday and have no available space next week but would be keen to try and arrange something for the new year, if the land parcel can be identified I can get a letter out to the landowner if we need access to walk the land. As far as I am aware there are no ordinary watercourses in this area (that are mapped at least) if this is incorrect please let me know.

I understand that [REDACTED] is leading on this from your end, and I saw he was copied in below so have CC'd him to this email. If I can ask that emails sent regarding this include our reference number LLFA/2023/1701/FI in the subject line. My contact information including my direct number is below in my signature, and thanks again for the help this morning.

Kind Regards

[REDACTED]

[REDACTED] | Land Drainage Engineer | Kent County Council

Environment, Planning and Enforcement, Invicta House, County Hall, Maidstone, Kent, ME14 1XX
t: [REDACTED] | e: [REDACTED]@kent.gov.uk | www.kent.gov.uk



Please consider the environment before printing this email

From: [REDACTED]@kent.gov.uk>

Sent: Friday, 8 December 2023 07:43

To: [REDACTED]@kent.gov.uk>

Cc: Flood - GT <flood@kent.gov.uk>

Subject: Re: Advice (LLFA/2023/1701/FI)

Hi [REDACTED]

I have already been looking into this, I have been trying to get hold of DDC as someone from their estates team attended with southern water and I have been trying to find out what happened, as it was originally said to be DDC land but the land registry gives an individual as a land owner. I shall contact [REDACTED] and have a

chat and see where we are, I agree that a site visit will likely be needed. I have attached the information given to us by highways.

Thank you for forwarding this, it is very helpful.

██████████

From: ██████████@kent.gov.uk>
Sent: Thursday, 7 December 2023 17:00
To: ██████████@kent.gov.uk>
Subject: FW: Advice

Hi ██████████

Can you provide a response to the query below, please? This location isn't near a surface water flow path, which is interesting. It may require a visit.

Thanks,

██████████

From: ██████████@kent.gov.uk>
Sent: Thursday, December 7, 2023 8:51 AM
To: ██████████@dover.gov.uk>
Cc: ██████████@dover.gov.uk>; ██████████@kent.gov.uk>
Subject: RE: Advice

Thank you ██████████

I have copied-in my colleague ██████████ (Flood and Water Manager) who may be able to assist.

Best wishes,

██████████

██████████ | Resilience and Emergency Planning Manager | Resilience and Emergency Planning Service | Infrastructure | Deputy Chief Executive's Department | Kent County Council | Invicta House, Maidstone, Kent, ME14 1XX | Telephone: ██████████ | Mobile tel. ██████████

From: ██████████@DOVER.GOV.UK>
Sent: Thursday, December 7, 2023 8:46 AM
To: ██████████@kent.gov.uk>
Cc: ██████████@dover.gov.uk>
Subject: FW: Advice

Morning ██████████

Could I kindly ask you look at my original email below highlighted in yellow and offer some advice please?

Thanks

██████████



██████████
Community Safety and Resilience Manager
Dover District Council
Council Offices, White Cliffs Business Park, Whitfield, Dover
CT16 3PJ
Tel: ██████████
Mob: ██████████
Email : ██████████@Dover.gov.uk
Web: <http://dover.gov.uk>



EMPLOYER RECOGNITION SCHEME

GOLD AWARD

Proudly supporting those who serve.

 Please consider the environment before printing this email

From: [REDACTED]@environment-agency.gov.uk>
Sent: Wednesday, December 6, 2023 4:38 PM
To: [REDACTED]@DOVER.GOV.UK>
Subject: FW: Advice

You don't often get email from [REDACTED]@environment-agency.gov.uk. [Learn why this is important](#)

Hi [REDACTED]

I passed your enquiry to our Partnership & Strategic risk team for East Kent and they have advised the following below and likelihood of surface water flooding due to rainfall events.

Lead Local Flood Authority (KCC) leads on surface water. [REDACTED] Manager of the Emergency Planning team might be best.

Regards

[REDACTED]

Emergency Planning Advisor

Environment Agency - Kent, South London and East Sussex Area

KSLES.AreaIncidentTeam@environment-agency.gov.uk

[REDACTED]

From: [REDACTED]@environment-agency.gov.uk>

Sent: Wednesday, December 6, 2023 4:18 PM

To: [REDACTED]@environment-agency.gov.uk>; [REDACTED]@environment-agency.gov.uk>

Subject: RE: Advice - PSO - landowner responsibilities

Good afternoon [REDACTED]

The site in question is not near any main rivers or flood zones and therefore, as [REDACTED] highlighted, the flooding issues are likely to be related to surface water flooding due to recent heavy rainfall events. Please could you inform [REDACTED] that managing the risk of flooding from surface water is the responsibility of lead local flood authorities and we would expect that they will be able to appropriately advise / answer any questions that [REDACTED] has.

Kind regards,

[REDACTED]

Flood and Coastal Risk Management Team Member

East Kent Partnerships and Strategic Overview Team

Kent, South London and East Sussex Area

Environment Agency | Orchard House, Endeavour Park,

London Road, West Malling, Kent, ME19 5SH

From: [REDACTED]@DOVER.GOV.UK>
Sent: Tuesday, December 5, 2023 11:35 AM
To: [REDACTED]@environment-agency.gov.uk>
Cc: [REDACTED]@DOVER.GOV.UK>; [REDACTED]
[REDACTED]@DOVER.GOV.UK>
Subject: Advice

You don't often get email from [REDACTED]@dover.gov.uk. [Learn why this is important](#)

Good Morning [REDACTED]

I hope you are well?

I am hoping I could pick your brains or if you can put me in contact with the appropriate person in regard to a recent issue we have had please?

We have a property in Durban Crescent, Dover that has been victim to localised flooding caused by a stream of water during heavy rainfall (twice it has happened now) coming from off the farmers field and running down and some others were close to having damage caused.

This hasn't previously come to our attention, and we are trying to understand what responsibility the landowner has in response to this to prevent this from happening again?

Below is a map showing the area predominantly affected.



Any advice would be appreciated so we can look at what steps we can take as an authority in response to this.

Thanks



Community Safety and Resilience Manager

Dover District Council
Council Offices, White Cliffs Business Park, Whitfield, Dover
CT16 3PJ

Tel: [Redacted]

Mob: [Redacted]

Email : [Redacted]@Dover.gov.uk

Web: <http://dover.gov.uk>



EMPLOYER RECOGNITION SCHEME

GOLD AWARD

Proudly supporting those who serve.



This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

This message has been sent using TLS 1.2 Information in this message may be confidential and may be legally privileged. If you have received this message by mistake, please notify the sender immediately, delete it and do not copy it to anyone else. We have checked this email and its attachments for viruses. But you should still check any attachment before opening it. We may have to make this message and any reply to it public if asked to under the Freedom of Information Act, Data Protection Act or for litigation. Email messages and attachments sent to or from any Environment Agency address may also be accessed by someone other than the sender or recipient, for business purposes.

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

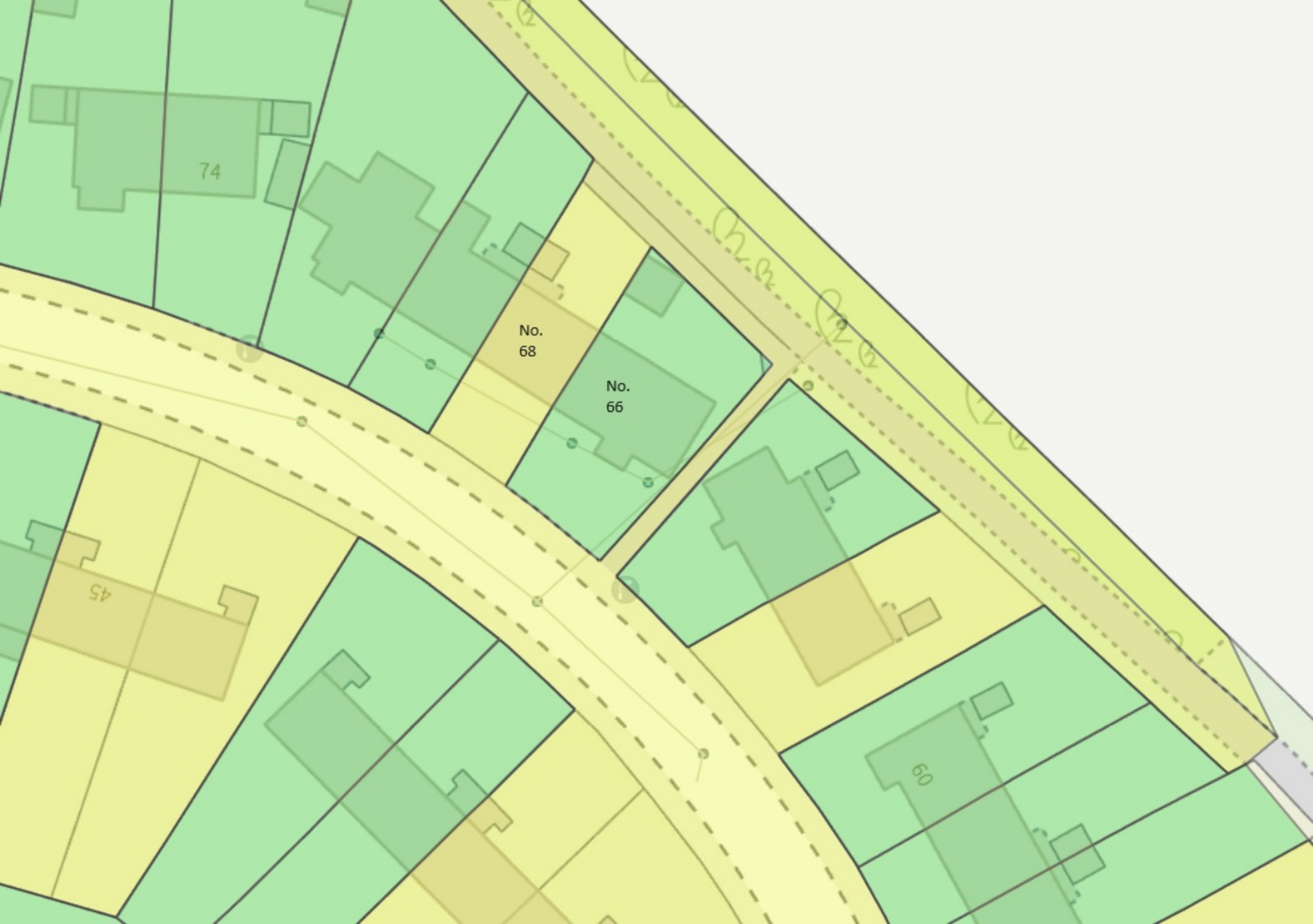
If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

Morning A



74

No.
68

No.
66

45

80

Ch. 20

Sewer Line

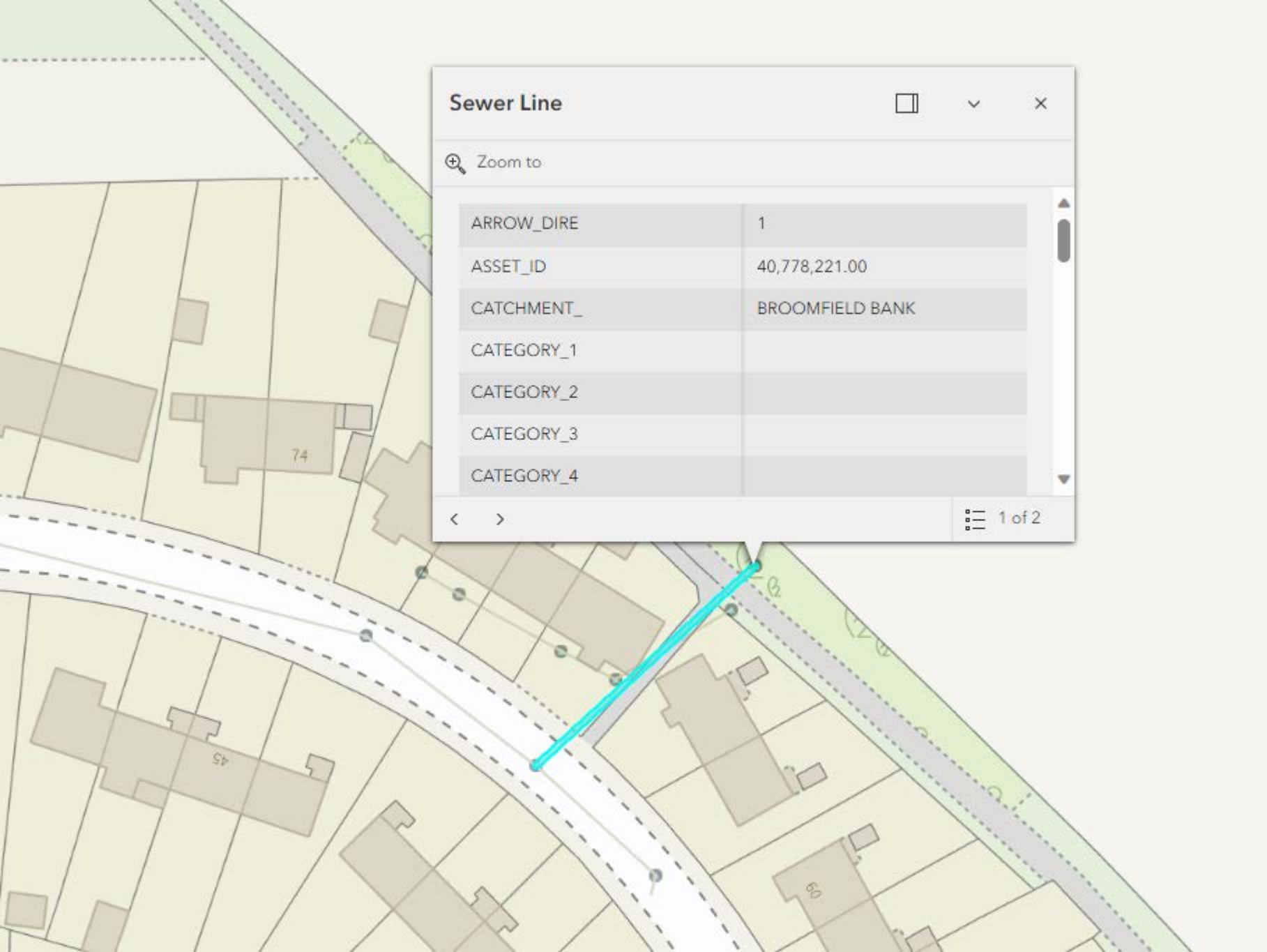


Zoom to

ARROW_DIRE	1
ASSET_ID	40,778,221.00
CATCHMENT_	BROOMFIELD BANK
CATEGORY_1	
CATEGORY_2	
CATEGORY_3	
CATEGORY_4	



1 of 2



[REDACTED]

REF: Street Record Durban Crescent Dover CT16 2JJ.

Our engineer [REDACTED] attended the above site to investigate the surface water drain causing damage to properties. He spent a lot of time raising the manhole in the road to carry out a camera survey of the upstream 225mm vitrified clay drain run. Due to multiple bends and manholes he was only able to camera a short distance up to the driveway of number 66. On the block paved drive are several manholes and according to the site map provided one of them should be a surface water manhole. [REDACTED] has recommended we attend with two engineers to raise the manhole on the drive of number 66 and carry out drain tracing using our cctv equipment and drain sonde and cat to trace out the direction of the surface water drain run to see if it does pick up the dyke behind the houses as the drawing suggests. We would need Mears to gain permission to raise the manhole on the driveway of number 66 prior to attending as this is not a council property.

2 engineer attendance labour per day £1942.50+vat.

Drain CCTV and tracing included in the above price.

I have quoted a day rate as we do not know how long the works will take but if we think we will be going over one day I will advise Mears as soon as possible.

If you have any questions about the above works or would like to discuss any other asset work, please do not hesitate to contact me. [REDACTED] [REDACTED] [@dyno.com](mailto:[REDACTED]@dyno.com) [REDACTED]

care | delivery | collaboration | agility | courage

From: [REDACTED]@kent.gov.uk
Sent: 17 January 2024 09:39
To: [REDACTED]
Cc: flood@kent.gov.uk
Subject: Re: Durban Crescent
Attachments: Official Copy (Register) - K843787.pdf

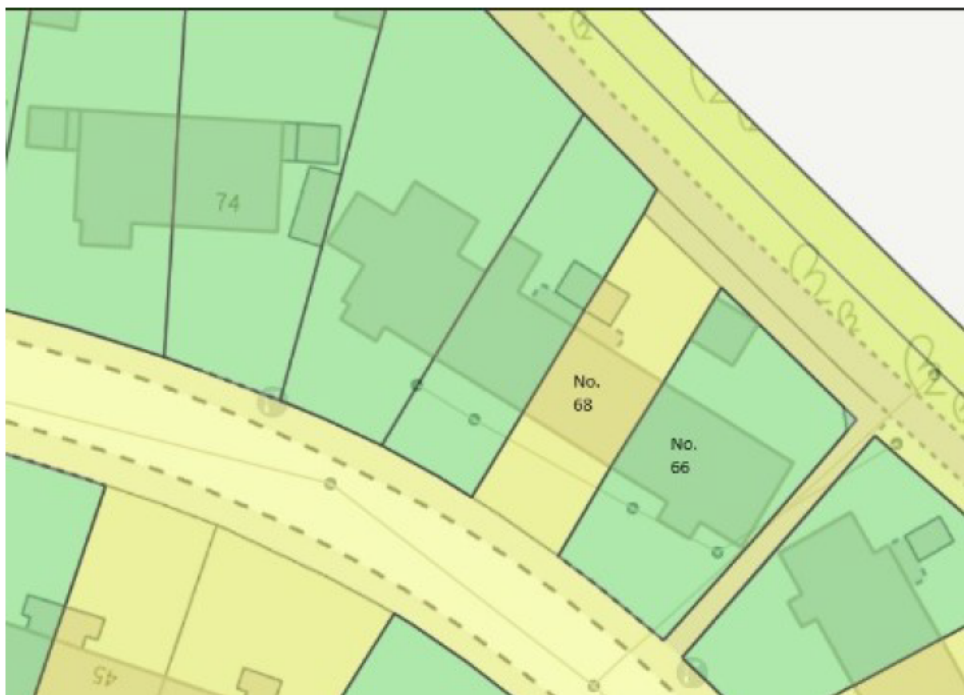
Follow Up Flag: Follow up
Flag Status: Flagged

You don't often get email from [REDACTED]@kent.gov.uk. [Learn why this is important](#)

Morning [REDACTED]

Thanks for meeting me on site yesterday it may have been cold but the sun was shining! Please find below a bullet list of discussion points from yesterday morning.

- The ditch line behind the property is not a designated watercourse as there is no onward flow, therefore it sits outside of legislation and is what is known as a 'linear pond'
- the ditch line appears to have been created to catch run off from the field and at one point was a considerable sized channel
- the channel is now limited to only one section of about 4m that can effectively hold water and multiple instances of fly tipping into the channel was observed during our time on site
- The volume of water running off the field is now exceeding channel capacity due to the level of silt, detritus and vegetation growth within the channel
- from the map information provided it looks as though this ditch would be considered part of the DDC owned land and would therefore require maintenance to be undertaken by DDC rather than the adjacent landowner



- I have checked this against land registry this morning which shows that the subsoil is also owned by DDC with a strip of unregistered land between the footpath and field. We would normally assume each

adjacent landowner is responsible up to the centre line of the channel. Map below (area shaded green is associated with Title K843787- Register attached:



B: Proprietorship Register

This register specifies the class of title and identifies any entries that affect the right of disposal.

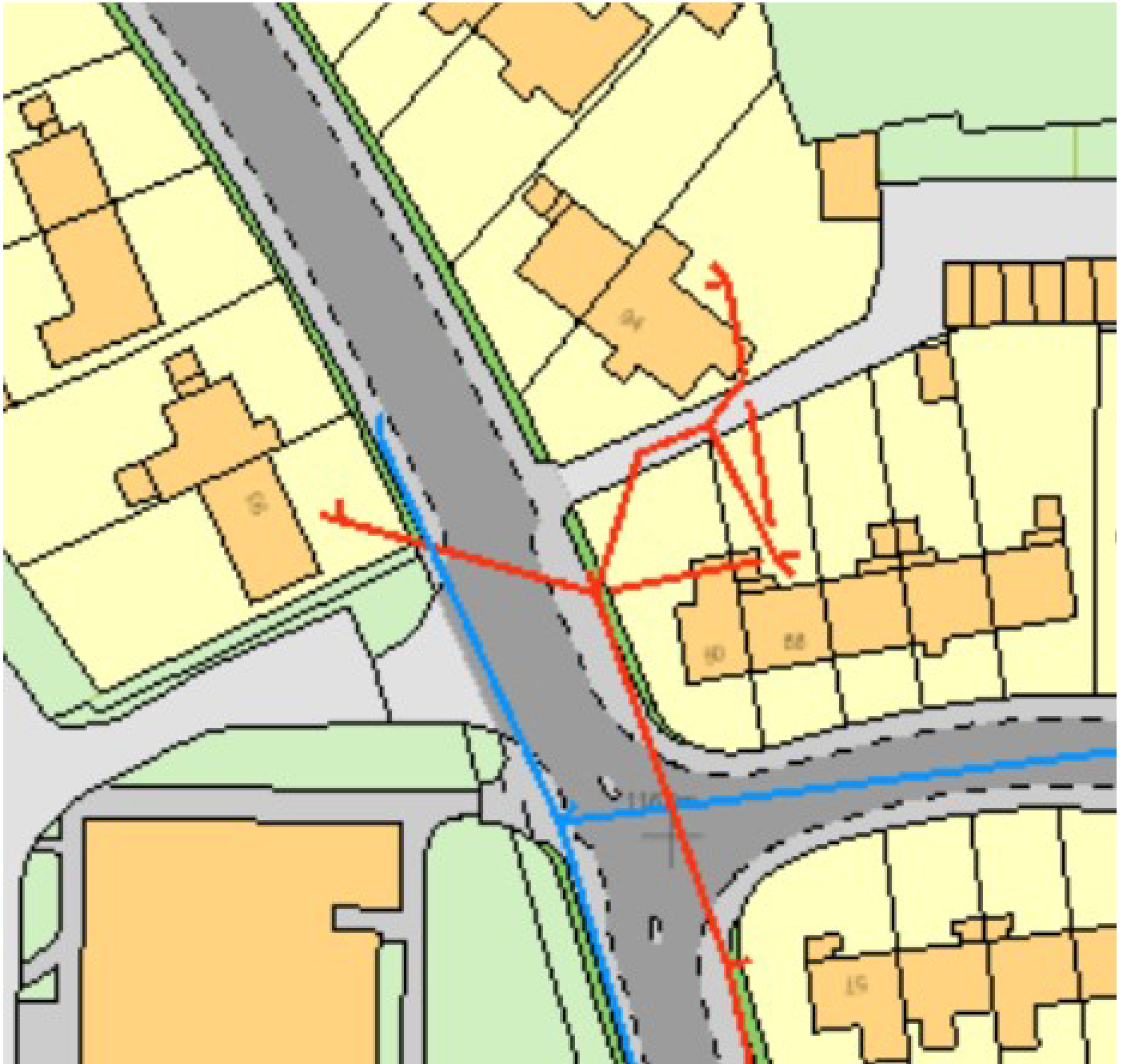
Title absolute

- We were also informed by a resident on site that the owner of the field no longer resides in the country and as this is not a watercourse I would be unable to take enforcement action requiring clearance as it is technically a linear pond.
- we also observed a possible unofficial access to the field opposite the alley entrance where much of the field run off was escaping, it was recommended that the channel be extended past this point to capture the surface water flows and that if this is an official access a clear span wooden walkway could be placed over the channel so both access and drainage capability is not diminished.
- The channel will need to be cleared and regraded, we discussed how by bunding the side of the channel facing the properties with the silt removed from the base you can help protect from overtopping and keep the water contained to the field side.
- We discussed if this didn't work and if after clearing the channel flooding is still an issue a soakaway would be worth considering to provide further infiltration, however this would require some ground soakage testing and relevant permissions would need to be sought from the EA to install.
- We discussed the difference between a standard ring soakaway and a deep bore.

- I shall contact the local IDB and see if they would be interested in working with you - I will find the one closest and contact them and see if I can put you in contact for the clearance works.

We also heard from a resident regarding problems with the sewer also and I think there is work to be carried out by Southern Water also:

- The maps show a small section of adopted foul line outside the property (red line) and also a surface water line (blue line) that ends in the ditch, as the channel doesn't flow on, I assume that it discharges to soakaway however we could not find a cover on site due to vegetation growth. A metal detector may be required to locate the cover.



- The waterboard should check their system for blockages and also need to confirm the outfall at the end of the ally - if there is a soakaway to the rear, this should be cleared with the cover exposed and at the very least an inspection of the condition of the soakaway as it may need to be cleared of silt
- Sewage and surface water do not normally mix and are kept separate unless in a marked combined system, as the property was experiencing issues with the washing machine and toilet etc this would indicate as issue with the sewer, as the red line is disconnected from the rest of the system it may be that pipework between this point and the main line are private and may require action from a

3rd party. The other possibility is that there is surface water / groundwater infiltration issue where in heavy rain it is filling the sewer line. This will require further investigation from SW.

If I have left anything off please let me know, or if you have any further questions please feel free to contact me.

Kind Regards

██████████ | **Land Drainage Engineer | Kent County Council**
Environment, Planning and Enforcement, Invicta House, County Hall, Maidstone, Kent, ME14 1XX
t: ██████████ | e: ██████████ [@kent.gov.uk](mailto:██████████@kent.gov.uk) | www.kent.gov.uk



From: ██████████@DOVER.GOV.UK>
Sent: Tuesday, 16 January 2024 10:19
To: ██████████@kent.gov.uk>
Subject: Re: Durban Crescent

Hi ██████████

Hope you are well.

Yes I am still free to meet in Durban Crescent at 11 am.

See you when you arrive, if you could give me a call when you get there that would be great.

██████████ - ██████████

Many thanks
Kind regards

██████████

From: ██████████@kent.gov.uk <██████████@kent.gov.uk>
Sent: Tuesday, January 16, 2024 9:33:30 AM
To: ██████████@DOVER.GOV.UK>
Subject: Durban Crescent

Morning ██████████

I shall be heading your direction in about 20 minutes or so, just checking that we are still good and I will see you at 11am outside 68 Durban Crescent.

Thanks

██████████

██████████ | **Land Drainage Engineer | Kent County Council**
Environment, Planning and Enforcement, Invicta House, County Hall, Maidstone, Kent, ME14 1XX
t: ██████████ | e: ██████████ [@kent.gov.uk](mailto:██████████@kent.gov.uk) | www.kent.gov.uk



This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

From: [REDACTED]@southernwater.co.uk>
Sent: 22 February 2024 12:36
To: [REDACTED]
Subject: Re: Durban Crescent, Dover, Kent, CT16 2JJ

Follow Up Flag: Follow up
Flag Status: Flagged

You don't often get email from [REDACTED]@southernwater.co.uk. [Learn why this is important](#)

No problem thanks [REDACTED]

Regards

[REDACTED]
Sewer Network Manager (East Kent)
[REDACTED]

From: [REDACTED]@DOVER.GOV.UK>
Sent: Thursday, February 22, 2024 11:39:04 AM
To: [REDACTED]@southernwater.co.uk>
Subject: RE: Durban Crescent, Dover, Kent, CT16 2JJ

You don't often get email from [REDACTED]@dover.gov.uk. [Learn why this is important](#)

Hi [REDACTED]

Thank you for coming back to me on this, much appreciated.

Following your email, I have discussed the issue further with our management, and it has been agreed that now the drainage system is clear of any blockages that we will monitor the area and ensure the storm drain does not get blocked by any debris that may fall into the ditch. If further works are required in the future, we will liaise further with yourselves.

Any queries, please let me know.

Many thanks

Kind regards,
[REDACTED]

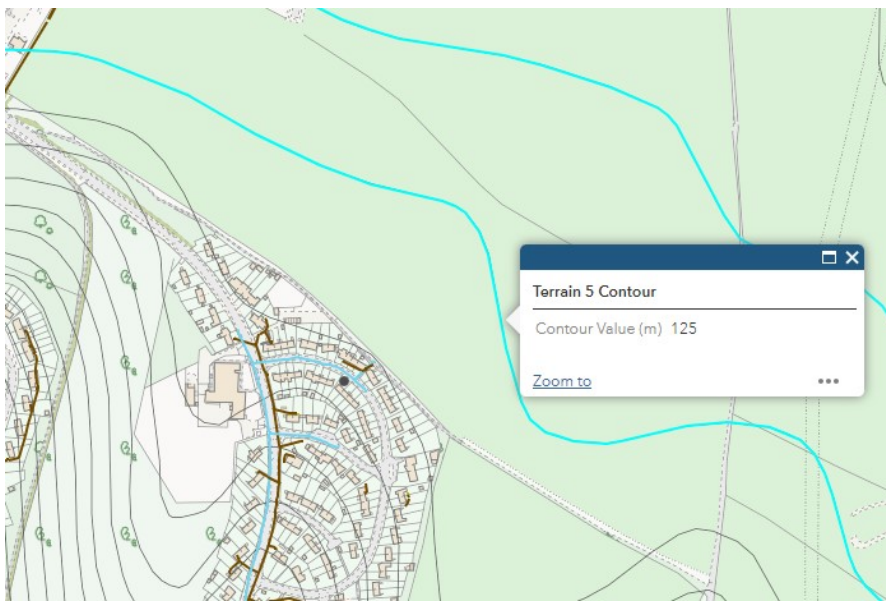
From: [REDACTED]@southernwater.co.uk>
Sent: Monday, February 19, 2024 5:29 PM
To: [REDACTED]@DOVER.GOV.UK>
Subject: Re: Durban Crescent, Dover, Kent, CT16 2JJ

You don't often get email from [REDACTED]@southernwater.co.uk. [Learn why this is important](#)

Thanks for the response the defects identified do not require me to carry out any repairs as would not be causing and issues with flows and from your comment below is not the primary cause of flooding.

If the surface water system was surcharged at the time of flooding I would be expecting surcharging of MH`s down stream and reports of this being made but as yet none have. If you are having water not getting away from a ditch which I do not believe should be connected to our asset in the first instance then this sounds like a flow rate issue into the drainage ditch. If this is coming off the farmland adjacent is this not an issue for the owner of that land to control surface water? A single storm drain in a 100mm sewer is not that big and most likely not suitable for what it is being asked to take.

Looking at gradient of the farm land everything south of the lower blue line is coming towards the properties.



Happy to help but i have nothing to say that the surface water system is at fault.

Thanks

Kind Regards

[Redacted]
Sewer Network Manager
(East Kent)

M. [Redacted]

T. [Redacted]
southernwater.co.uk



From: [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>
Sent: Monday, February 19, 2024 12:02
To: [REDACTED] <[\[REDACTED\]@southernwater.co.uk](mailto:[REDACTED]@southernwater.co.uk)>
Subject: RE: Durban Crescent, Dover, Kent, CT16 2JJ

You don't often get email from [REDACTED] <[\[REDACTED\]@dover.gov.uk](mailto:[REDACTED]@dover.gov.uk)>. [Learn why this is important](#)

Hi [REDACTED]

Thank you for coming back to me.

The flooding is coming from over land, in which the storm drain to the area flooding was not draining the water.

Hopefully, this information helps, any queries, please let me know.

Many thanks

Kind regards,

[REDACTED]

From: [REDACTED] <[\[REDACTED\]@southernwater.co.uk](mailto:[REDACTED]@southernwater.co.uk)>
Sent: Friday, February 16, 2024 11:42 AM
To: [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>
Subject: Re: Durban Crescent, Dover, Kent, CT16 2JJ

You don't often get email from [REDACTED] <[\[REDACTED\]@southernwater.co.uk](mailto:[REDACTED]@southernwater.co.uk)>. [Learn why this is important](#)

Morning [REDACTED]

Figured it would be easier to communicate directly, Can I ask is this flooding over land or does it discharge from a MH?

Thanks

Kind Regards

[REDACTED]
Sewer Network Manager

(East Kent)

M. [REDACTED]

T. [REDACTED]
southernwater.co.uk



From: Southern Water Planning <SouthernWaterPlanning@southernwater.co.uk>
Sent: Friday, February 16, 2024 08:12
To: [REDACTED] <[\[REDACTED\]@southernwater.co.uk](mailto:[REDACTED]@southernwater.co.uk)>
Subject: FW: Durban Crescent, Dover, Kent, CT16 2JJ

Hi [REDACTED]

I have been supplied the below information in regards to the Dyno Rod CCTV survey sent into us via Dover Council earlier this week. They have supplied the answers to the questions you have posed.

Are you able to have a look at this at all please?

Kind Regards,

[REDACTED]
Future Growth Planner
Developer Services

southernwater.co.uk

The image contains two logos. On the left is a circular logo with the text 'WATER for LIFE' inside. To its right is the 'from Southern Water' logo, which includes the text 'from Southern Water' and a stylized blue wave graphic.

From: [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>
Sent: Thursday, February 15, 2024 3:31 PM
To: Southern Water Planning <SouthernWaterPlanning@southernwater.co.uk>
Subject: RE: Durban Crescent, Dover, Kent, CT16 2JJ

Good afternoon [REDACTED]

Thank you for your response and coming back to me so quickly.

Following the response your sewer manager has provided, please find below the answers to any queries he may have had:

Looking at the attached I cannot see any defects even cracks that would be causing flooding. The report also suggests that the network that was surveyed by DYNO rod is in serviceable working order. – We are not stating that the cracks are causing the flooding, as there may be other elements to this storm drain that are contributing to the flooding. We are just advising that following a report carried out cracks have been found within the pipework that Southern Water may want to address.

Could you please ask where the flooding comes from as it sounds like Dover Council cleared a drain the enters our network. I assume the drain from the ditch at the rear? – The storm drain is situated behind the rear of a private property (no.66) which is Dover District Council land (the ditch runs alongside a public footpath). The flooding comes from the farmers field behind the properties and the footpath, of which is a higher gradient area, which is why the storm drain was originally installed to prevent this problem.

Which property is flooding as I noticed only 3 reports for 2 address points at this postcode on CSMS. – There are two properties that have been flooded due to this cause, No.68 Durban Crescent (DDC owned) & No.66 Durban Crescent (privately owned). The Dyno rod report has only been reported on the drainage regarding around the front and rear elevation of No.66 Durban Crescent, of which the owners have had an extension built above where the storm drain is situated.

Also, can I ask who from SWS approved work be carried out on our asset? - Unfortunately, no approval was provided by SWS for us to carry out a CCTV survey to the storm drain, which we not aware would have been required. We can advise that numerous reports were carried out through the Southern Water Website, in which no response or action was provided, therefore DDC had no other alternative but to arrange these works to understand what the cause of the problem was, as properties owned by the council and by privately owned where being damaged.

Moving forward, I would be happy to meet a member from Sothern Water on site to discuss this issue and get a better understanding of what works can be carried out to prevent flooding occurring again.

If you have any queries, please do not hesitate to let us know.

We look forward to hearing from you.

Many thanks

Kind regards,

[REDACTED]

Surveyor

Dover District Council

Mobile: [REDACTED]

From: Southern Water Planning <SouthernWaterPlanning@southernwater.co.uk>

Sent: Wednesday, February 14, 2024 2:51 PM

To: [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>

Subject: RE: Durban Crescent, Dover, Kent, CT16 2JJ

You don't often get email from southernwaterplanning@southernwater.co.uk. [Learn why this is important](#)

Hi [REDACTED]


I have had the below response from our sewer manager, are you able to confirm the details he is seeking?

Looking at the attached I cannot see any defects even cracks that would be causing flooding. The report also suggests that the network that was surveyed by DYNO rod is in serviceable working order.

Could you please ask where the flooding comes from as it sounds like Dover Council cleared a drain the enters our network. I assume the drain from the ditch at the rear?

Which property is flooding as I noticed only 3 reports for 2 address points at this postcode on CSMS. Also can I ask who from SWS approved work be carried out on our asset?

Kind regards,


Future Growth Planner
Developer Services

southernwater.co.uk



From: [REDACTED]@DOVER.GOV.UK>
Sent: Wednesday, February 14, 2024 1:04 PM
To: Southern Water Planning <SouthernWaterPlanning@southernwater.co.uk>
Subject: RE: Durban Crescent, Dover, Kent, CT16 2JJ

You don't often get email from [REDACTED]@dover.gov.uk. [Learn why this is important](#)

Good afternoon [REDACTED]

Thank you for your email and for sending this information over to the relevant department.

Please could I ask whether you can supply contact details for the persons who will be dealing with this issue?

Any queries, please let me know.

Many thanks

Kind regards,

[REDACTED]

From: Southern Water Planning <SouthernWaterPlanning@southernwater.co.uk>
Sent: Wednesday, February 14, 2024 10:20 AM
To: [REDACTED]@DOVER.GOV.UK>
Subject: RE: Durban Crescent, Dover, Kent, CT16 2JJ

You don't often get email from southernwaterplanning@southernwater.co.uk. [Learn why this is important](#)

Good Morning [REDACTED]

I have passed your enquiry and survey results to our Sewer Network Manager for the area to address.

Kind regards,

[REDACTED]
Future Growth Planner
Developer Services

M. [REDACTED]
T. [REDACTED]
southernwater.co.uk



From: [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>
Sent: Tuesday, February 13, 2024 2:48 PM
To: Southern Water Planning <SouthernWaterPlanning@southernwater.co.uk>
Subject: Durban Crescent, Dover, Kent, CT16 2JJ
Importance: High

You don't often get email from [REDACTED] <[\[REDACTED\]@dover.gov.uk](mailto:[REDACTED]@dover.gov.uk)>. [Learn why this is important](#)

Good Afternoon,

I hope this email finds you well.

I work at Dover District Council, Kent, in which we have had issues with properties flood due to a storm drain which has crack in it. We have previously reported this on the Southern Water website, however, have had no further responses as of yet. As a due diligence, Dover District Council have had the storm drain cleared and camera surveyed by Dyno rod to inspect the condition of the drain, in which some areas have cracked in the drainage pipe which may be using flooding issued to a private tenant living on this road. Please find attached the report carried out by Dyno Rod for your consideration, along with the marked location of where the storm drain is situated on Durban Crescent in Dover.

We ask that you arrange to inspect this storm drain and rectify the damaged areas to the drainage at the earliest convenience.

If you have any queries, please do not hesitate to contact us.

Many thanks

Kind regards,



This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

This e-mail is intended solely for the person or organisation to which it is addressed. It may contain privileged and confidential information. If you are not the intended recipient, you are prohibited from copying, disclosing or distributing this e-mail or its contents (as it may be unlawful for you to do so) or taking any action in reliance on it.

If you receive this e-mail by mistake, please delete it then advise the sender immediately.

Without prejudice to the above prohibition on unauthorised copying and disclosure of this e-mail or its contents, it is your responsibility to ensure that any onward transmission, opening or use of this message and any attachments will not adversely affect your or the onward recipients' systems or data. Please carry out such virus and other such checks as you consider appropriate.

An e-mail reply to this address may be subject to monitoring for operational reasons or lawful business practices

This e-mail is issued by Southern Water Services Limited, company number 2366670, registered in England and having its registered office at Southern House, Yeoman Road, Worthing, BN13 3NX, England.

In sending this e-mail the sender cannot be deemed to have specified authority and the contents of the e-mail will have no contractual effect unless (in either case) it is otherwise agreed between Southern Water Services Limited and the recipient.

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

This e-mail is intended solely for the person or organisation to which it is addressed. It may contain privileged and confidential information. If you are not the intended recipient, you are prohibited from copying, disclosing or distributing this e-mail or its contents (as it may be unlawful for you to do so) or taking any action in reliance on it.

If you receive this e-mail by mistake, please delete it then advise the sender immediately.

Without prejudice to the above prohibition on unauthorised copying and disclosure of this e-mail or its contents, it is your responsibility to ensure that any onward transmission, opening or use of this message and any attachments will not adversely affect your or the onward recipients' systems or data. Please carry out such virus and other such checks as you consider appropriate.

An e-mail reply to this address may be subject to monitoring for operational reasons or lawful business practices

This e-mail is issued by Southern Water Services Limited, company number 2366670, registered in England and having its registered office at Southern House, Yeoman Road, Worthing, BN13 3NX, England.

In sending this e-mail the sender cannot be deemed to have specified authority and the contents of the e-mail will have no contractual effect unless (in either case) it is otherwise agreed between Southern Water Services Limited and the recipient.

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

This e-mail is intended solely for the person or organisation to which it is addressed. It may contain privileged and confidential information. If you are not the intended recipient, you are prohibited from copying, disclosing or distributing this e-mail or its contents (as it may be unlawful for you to do so) or taking any action in reliance on it.

If you receive this e-mail by mistake, please delete it then advise the sender immediately.

Without prejudice to the above prohibition on unauthorised copying and disclosure of this e-mail or its contents, it is your responsibility to ensure that any onward transmission, opening or use of this message and any attachments will not adversely affect your or the onward recipients' systems or data. Please carry out such virus and other such checks as you consider appropriate.

An e-mail reply to this address may be subject to monitoring for operational reasons or lawful business practices

This e-mail is issued by Southern Water Services Limited, company number 2366670, registered in England and having its registered office at Southern House, Yeoman Road, Worthing, BN13 3NX, England.

In sending this e-mail the sender cannot be deemed to have specified authority and the contents of the e-mail will have no contractual effect unless (in either case) it is otherwise agreed between Southern Water Services Limited and the recipient.

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

This e-mail is intended solely for the person or organisation to which it is addressed. It may contain privileged and confidential information. If you are not the intended recipient, you are prohibited from copying, disclosing or distributing this e-mail or its contents (as it may be unlawful for you to do so) or taking any action in reliance on it.

If you receive this e-mail by mistake, please delete it then advise the sender immediately.

Without prejudice to the above prohibition on unauthorised copying and disclosure of this e-mail or its contents, it is your responsibility to ensure that any onward transmission, opening or use of this message and any attachments will not adversely affect your or the onward recipients' systems or data. Please carry out such virus and other such checks as you consider appropriate.

An e-mail reply to this address may be subject to monitoring for operational reasons or lawful business practices

This e-mail is issued by Southern Water Services Limited, company number 2366670, registered in England and having its registered office at Southern House, Yeoman Road, Worthing, BN13 3NX, England.

In sending this e-mail the sender cannot be deemed to have specified authority and the contents of the e-mail will have no contractual effect unless (in either case) it is otherwise agreed between Southern Water Services Limited and the recipient.

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

This e-mail is intended solely for the person or organisation to which it is addressed. It may contain privileged and confidential information. If you are not the intended recipient, you are prohibited from copying, disclosing or distributing this e-mail or its contents (as it may be unlawful for you to do so) or taking any action in reliance on it.

If you receive this e-mail by mistake, please delete it then advise the sender immediately.

Without prejudice to the above prohibition on unauthorised copying and disclosure of this e-mail or its contents, it is your responsibility to ensure that any onward transmission, opening or use of this message and any attachments will not adversely affect your or the onward recipients' systems or data. Please carry out such virus and other such checks as you consider appropriate.

An e-mail reply to this address may be subject to monitoring for operational reasons or lawful business practices

This e-mail is issued by Southern Water Services Limited, company number 2366670, registered in England and having its registered office at Southern House, Yeoman Road, Worthing, BN13 3NX, England.

In sending this e-mail the sender cannot be deemed to have specified authority and the contents of the e-mail will have no contractual effect unless (in either case) it is otherwise agreed between Southern Water Services Limited and the recipient.

From: [REDACTED]
Sent: 06 December 2024 09:49
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Flooding at 68 Durban Crescent Dover.
Attachments: Durban Crescent - Storm Drain; Advice (LLFA/2023/1701/FI)

Follow Up Flag: Follow up
Flag Status: Flagged

Hi [REDACTED]

Reading the attached that [REDACTED] sent across, can you confirm from the email “Durban Crescent – Storm Drain” has monitoring continued on a monthly basis as discussed in the email? The address had 3 foot of flooding last night with Kent Fire and Rescue in attendance. KCC Highways were also informed to support.

Kind Regards

[REDACTED]



[REDACTED]
Community Safety and Resilience Manager
Dover District Council
Council Offices, White Cliffs Business Park,
Whitfield, Dover CT16 3PJ
Tel: [REDACTED]
Mob: [REDACTED]
Email : [REDACTED]@Dover.gov.uk
Web: <http://dover.gov.uk>

[Click here to book a meeting and find a time that suits both of us.](#)





EMPLOYER RECOGNITION SCHEME

GOLD AWARD

Proudly supporting those who serve.

 Please consider the environment before printing this email

From: [REDACTED]@DOVER.GOV.UK>
Sent: 06 December 2024 09:42
To: [REDACTED]@DOVER.GOV.UK>
Cc: [REDACTED]@DOVER.GOV.UK>
Subject: Re: Flooding at 68 Durban Crescent Dover.

Morning [REDACTED]

Please see the attached e-mails which I believe are the latest update I have.

I have Cc'd in [REDACTED] in case he has any further information.

Thanks

[REDACTED]

From: [REDACTED]@DOVER.GOV.UK>
Sent: 06 December 2024 09:00
To: [REDACTED]@DOVER.GOV.UK>
Subject: FW: Flooding at 68 Durban Crescent Dover.

Hello [REDACTED]

The same address at Durban flooded again last night owing to the run off from the field. How far did that meeting go on site last year with the EA?

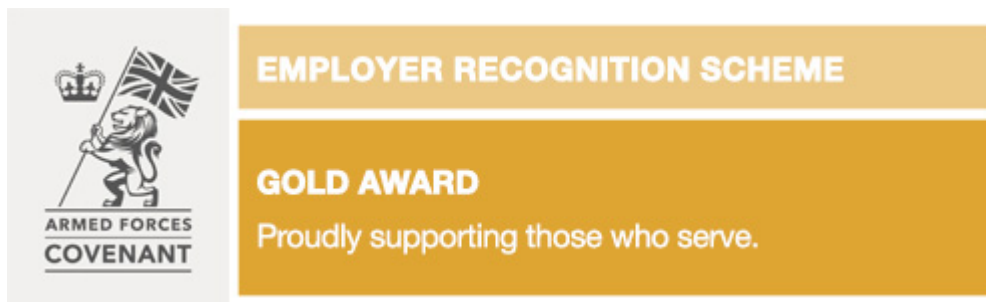
Cheers

[REDACTED]



[REDACTED]
Community Safety and Resilience Manager
Dover District Council
Council Offices, White Cliffs Business Park,
Whitfield, Dover CT16 3PJ
Tel: [REDACTED]
Mob: [REDACTED]
Email : [REDACTED]@Dover.gov.uk
Web: <http://dover.gov.uk>

[Click here to book a meeting and find a time that suits both of us.](#)



 Please consider the environment before printing this email

From: DDC DutyResponseOfficers <DutyResponseOfficers@DOVER.GOV.UK>
Sent: 05 December 2024 22:35
To: [REDACTED]@DOVER.GOV.UK>; DDC asset.management <asset.management@dover.gov.uk>
Cc: [REDACTED]@DOVER.GOV.UK>
Subject: Flooding at 68 Durban Crescent Dover.

Hi
Fyi
OOH call received from Kent Fire and Rescue service this evening re flooding at the above property. They are unable to assist with pumping out the water as it is coming from up from the highways drains and a manhole cover. Kent Highways are aware and will address the issue asap.
Kind regards



Duty DRO

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

[REDACTED]

From: [REDACTED]
Sent: 22 February 2024 12:28
To: [REDACTED]
Subject: Durban Crescent - Storm Drain
Attachments: Re: Durban Crescent, Dover, Kent, CT16 2JJ; Durban Crescent Dover CT16 2JJ.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Hi [REDACTED]

I hope you are well.

Following the various works and meetings to the storm drain at Durban Crescent, we have spoken with Southern Water regarding the cracks in their pipe and they have made clear decision that no works are required to resolve this as they believe this would not be the cause of the flooding to the area. Following Dyno Rods attendance back on the 12/02/24, the storm drain has been cleared and the drainage grill has been cleared. With this, I am going to arrange for Mears to dig out around the storm drain cover in the ditch ensure clear access is given for the water to drain away. With this, now that the storm drain has been cleared, along with the debris around to grill to the drain, we should monitor to see if this has made a difference. We can check monthly that the drain is not being block by any debris falling from the trees, and we ensure we keep the area clear then I believe this issue should not reoccur.

I hope this information helps, please let me know if you feel this is the right strategy before we begin to carry out further works.

Any queries, please let me know.

Many thanks

Kind regards,

[REDACTED]

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

From: [REDACTED]@southernwater.co.uk>
Sent: 19 February 2024 17:29
To: [REDACTED]
Subject: Re: Durban Crescent, Dover, Kent, CT16 2JJ

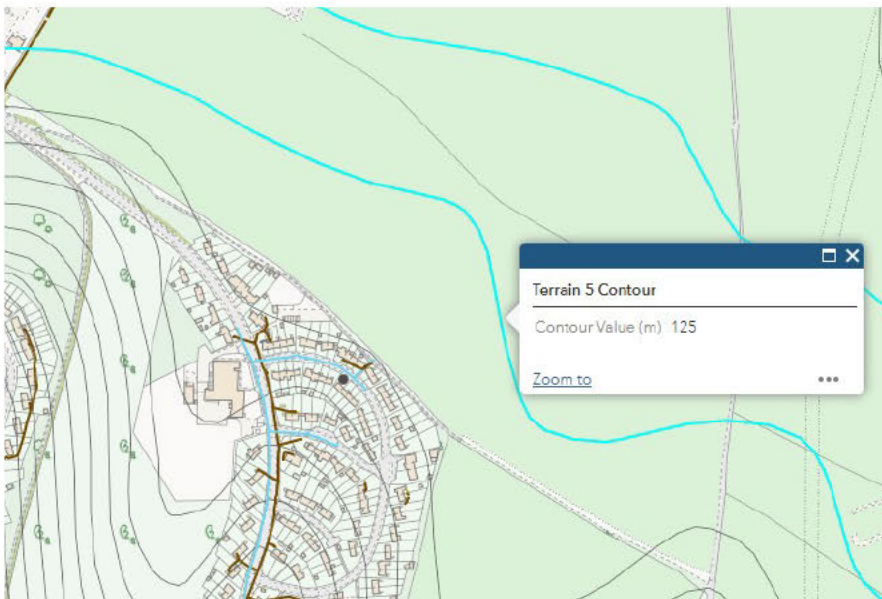
Follow Up Flag: Follow up
Flag Status: Flagged

You don't often get email from [REDACTED]@southernwater.co.uk. [Learn why this is important](#)

Thanks for the response the defects identified do not require me to carry out any repairs as would not be causing and issues with flows and from your comment below is not the primary cause of flooding.

If the surface water system was surcharged at the time of flooding I would be expecting surcharging of MH's down stream and reports of this being made but as yet none have. If you are having water not getting away from a ditch which I do not believe should be connected to our asset in the first instance then this sounds like a flow rate issue into the drainage ditch. If this is coming off the farmland adjacent is this not an issue for the owner of that land to control surface water? A single storm drain in a 100mm sewer is not that big and most likely not suitable for what it is being asked to take.

Looking at gradient of the farm land everything south of the lower blue line is coming towards the properties.



Happy to help but i have nothing to say that the surface water system is at fault.

Thanks

Kind Regards

[REDACTED]
**Sewer Network Manager
(East Kent)**

M. [REDACTED]
T. [REDACTED]
southernwater.co.uk



From: [REDACTED]@DOVER.GOV.UK>
Sent: Monday, February 19, 2024 12:02
To: [REDACTED]@southernwater.co.uk>
Subject: RE: Durban Crescent, Dover, Kent, CT16 2JJ

You don't often get email from [REDACTED]@dover.gov.uk. [Learn why this is important](#)

Hi [REDACTED]

Thank you for coming back to me.

The flooding is coming from over land, in which the storm drain to the area flooding was not draining the water.

Hopefully, this information helps, any queries, please let me know.

Many thanks

Kind regards,

[REDACTED]

From: [REDACTED]@southernwater.co.uk>
Sent: Friday, February 16, 2024 11:42 AM
To: [REDACTED]@DOVER.GOV.UK>
Subject: Re: Durban Crescent, Dover, Kent, CT16 2JJ

You don't often get email from [REDACTED]@southernwater.co.uk. [Learn why this is important](#)

Morning [REDACTED]

Figured it would be easier to communicate directly, Can I ask is this flooding over land or does it discharge from a MH?

Thanks

Kind Regards

[REDACTED]
**Sewer Network Manager
(East Kent)**

M. [REDACTED]
T. [REDACTED]
[REDACTED]



From: Southern Water Planning <SouthernWaterPlanning@southernwater.co.uk>
Sent: Friday, February 16, 2024 08:12
To: [REDACTED] <[\[REDACTED\]@southernwater.co.uk](mailto:[REDACTED]@southernwater.co.uk)>
Subject: FW: Durban Crescent, Dover, Kent, CT16 2JJ

Hi [REDACTED]

I have been supplied the below information in regards to the Dyno Rod CCTV survey sent into us via Dover Council earlier this week. They have supplied the answers to the questions you have posed.

Are you able to have a look at this at all please?

Kind Regards,

[REDACTED]
**Future Growth Planner
Developer Services**

southernwater.co.uk



From: [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>
Sent: Thursday, February 15, 2024 3:31 PM
To: Southern Water Planning <SouthernWaterPlanning@southernwater.co.uk>
Subject: RE: Durban Crescent, Dover, Kent, CT16 2JJ

Good afternoon [REDACTED]

Thank you for your response and coming back to me so quickly.

Following the response your sewer manager has provided, please find below the answers to any queries he may have had:

Looking at the attached I cannot see any defects even cracks that would be causing flooding. The report also suggests that the network that was surveyed by DYNO rod is in serviceable working order.

- We are not stating that the cracks are causing the flooding, as their may be other elements to this storm drain that are contributing to the flooding. We are just advising that following a report carried out cracks have been found within the pipework that Southern Water may want to address.

Could you please ask where the flooding comes from as it sounds like Dover Council cleared a drain the enters our network. I assume the drain from the ditch at the rear? - The storm drain is situated behind the rear of a private property (no.66) which is Dover District Council land (the ditch runs alongside a public footpath). The flooding comes from the farmers field behind the properties and the footpath, of which is a higher gradient area, which is why the storm drain was originally installed to prevent this problem.

Which property is flooding as I noticed only 3 reports for 2 address points at this postcode on CSMS. - There are two properties that have been flooded due to this cause, No.68 Durban Crescent (DDC owned) & No.66 Durban Crescent (privately owned). The Dyno rod report has only been reported on the drainage regarding around the front and rear elevation of No.66 Durban Crescent, of which the owners have had an extension built above where the storm drain is situated.

Also, can I ask who from SWS approved work be carried out on our asset?- Unfortunately, no approval was provided by SWS for us to carry out a CCTV survey to the storm drain, which we not aware would have been required. We can advise that numerous reports were carried out through the Southern Water Website, in which no response or action was provided, therefore DDC had no other alternative but to arrange these works to understand what the cause of the problem was, as properties owned by the council and by privately owned where being damaged.

Moving forward, I would be happy to meet a member from Sothern Water on site to discuss this issue and get a better understanding of what works can be carried out to prevent flooding occurring again.

If you have any queries, please do not hesitate to let us know.

We look forward to hearing from you.

Many thanks

Kind regards,

██████████
Surveyor
Dover District Council
Mobile: ██████████

From: Southern Water Planning <SouthernWaterPlanning@southernwater.co.uk>
Sent: Wednesday, February 14, 2024 2:51 PM
To: ██████████@DOVER.GOV.UK>
Subject: RE: Durban Crescent, Dover, Kent, CT16 2JJ

You don't often get email from southernwaterplanning@southernwater.co.uk. [Learn why this is important](#)

Hi ██████████

I have had the below response from our sewer manager, are you able to confirm the details he is seeking?

Looking at the attached I cannot see any defects even cracks that would be causing flooding. The report also suggests that the network that was surveyed by DYNO rod is in serviceable working order.

Could you please ask where the flooding comes from as it sounds like Dover Council cleared a drain the enters our network. I assume the drain from the ditch at the rear?


Which property is flooding as I noticed only 3 reports for 2 address points at this postcode on CSMS. Also can I ask who from SWS approved work be carried out on our asset?

Kind regards,


Future Growth Planner
Developer Services

southernwater.co.uk



From: @DOVER.GOV.UK>
Sent: Wednesday, February 14, 2024 1:04 PM
To: Southern Water Planning <SouthernWaterPlanning@southernwater.co.uk>
Subject: RE: Durban Crescent, Dover, Kent, CT16 2JJ

You don't often get email from @dover.gov.uk. [Learn why this is important](#)

Good afternoon 

Thank you for your email and for sending this information over to the relevant department.

Please could I ask whether you can supply contact details for the persons who will be dealing with this issue?

Any queries, please let me know.

Many thanks

Kind regards,

From: Southern Water Planning <SouthernWaterPlanning@southernwater.co.uk>
Sent: Wednesday, February 14, 2024 10:20 AM
To: [REDACTED]@DOVER.GOV.UK>
Subject: RE: Durban Crescent, Dover, Kent, CT16 2JJ

You don't often get email from southernwaterplanning@southernwater.co.uk. [Learn why this is important](#)

Good Morning [REDACTED]

I have passed your enquiry and survey results to our Sewer Network Manager for the area to address.

Kind regards,

[REDACTED]
**Future Growth Planner
Developer Services**

M. [REDACTED]
T. [REDACTED]
southernwater.co.uk



From: [REDACTED]@DOVER.GOV.UK>
Sent: Tuesday, February 13, 2024 2:48 PM
To: Southern Water Planning <SouthernWaterPlanning@southernwater.co.uk>
Subject: Durban Crescent, Dover, Kent, CT16 2JJ
Importance: High

You don't often get email from [REDACTED]@dover.gov.uk. [Learn why this is important](#)

Good Afternoon,

I hope this email finds you well.

I work at Dover District Council, Kent, in which we have had issues with properties flood due to a storm drain which has crack in it. We have previously reported this on the Southern Water website, however, have had no further responses as of yet. As a due diligence, Dover District Council have had the storm drain cleared and camera surveyed by Dyno rod to inspect the condition of the drain, in which some areas have cracked in the drainage pipe which may be using flooding issued to a private tenant living on this road. Please find attached the report carried out by Dyno Rod for your

consideration, along with the marked location of where the storm drain is situated on Durban Crescent in Dover.

We ask that you arrange to inspect this storm drain and rectify the damaged areas to the drainage at the earliest convenience.

If you have any queries, please do not hesitate to contact us.

Many thanks

Kind regards,



This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

This e-mail is intended solely for the person or organisation to which it is addressed. It may contain privileged and confidential information. If you are not the intended recipient, you are prohibited from copying, disclosing or distributing this e-mail or its contents (as it may be unlawful for you to do so) or taking any action in reliance on it.

If you receive this e-mail by mistake, please delete it then advise the sender immediately.

Without prejudice to the above prohibition on unauthorised copying and disclosure of this e-mail or its contents, it is your responsibility to ensure that any onward transmission, opening or use of this message and any attachments will not adversely affect your or the onward recipients' systems or data. Please carry out such virus and other such checks as you consider appropriate.

An e-mail reply to this address may be subject to monitoring for operational reasons or lawful business practices

This e-mail is issued by Southern Water Services Limited, company number 2366670, registered in England and having its registered office at Southern House, Yeoman Road, Worthing, BN13 3NX, England.

In sending this e-mail the sender cannot be deemed to have specified authority and the contents of the e-mail will have no contractual effect unless (in either case) it is otherwise agreed between Southern Water Services Limited and the recipient.

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

This e-mail is intended solely for the person or organisation to which it is addressed. It may contain privileged and confidential information. If you are not the intended recipient, you are prohibited from copying, disclosing or distributing this e-mail or its contents (as it may be unlawful for you to do so) or taking any action in reliance on it.

If you receive this e-mail by mistake, please delete it then advise the sender immediately.

Without prejudice to the above prohibition on unauthorised copying and disclosure of this e-mail or its contents, it is your responsibility to ensure that any onward transmission, opening or use of this message and any attachments will not adversely affect your or the onward recipients' systems or data. Please carry out such virus and other such checks as you consider appropriate.

An e-mail reply to this address may be subject to monitoring for operational reasons or lawful business practices

This e-mail is issued by Southern Water Services Limited, company number 2366670, registered in England and having its registered office at Southern House, Yeoman Road, Worthing, BN13 3NX, England.

In sending this e-mail the sender cannot be deemed to have specified authority and the contents of the e-mail will have no contractual effect unless (in either case) it is otherwise agreed between Southern Water Services Limited and the recipient.

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

This e-mail is intended solely for the person or organisation to which it is addressed. It may contain privileged and confidential information. If you are not the intended recipient, you are prohibited from copying, disclosing or distributing this e-mail or its contents (as it may be unlawful for you to do so) or taking any action in reliance on it.

If you receive this e-mail by mistake, please delete it then advise the sender immediately.

Without prejudice to the above prohibition on unauthorised copying and disclosure of this e-mail or its contents, it is your responsibility to ensure that any onward transmission, opening or use of this message and any attachments will not adversely affect your or the onward recipients' systems or data. Please carry out such virus and other such checks as you consider appropriate.

An e-mail reply to this address may be subject to monitoring for operational reasons or lawful business practices

This e-mail is issued by Southern Water Services Limited, company number 2366670, registered in England and having its registered office at Southern House, Yeoman Road, Worthing, BN13 3NX, England.

In sending this e-mail the sender cannot be deemed to have specified authority and the contents of the e-mail will have no contractual effect unless (in either case) it is otherwise agreed between Southern Water Services Limited and the recipient.

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

This e-mail is intended solely for the person or organisation to which it is addressed. It may contain privileged and confidential information. If you are not the intended recipient, you are prohibited from copying, disclosing or distributing this e-mail or its contents (as it may be unlawful for you to do so) or taking any action in reliance on it.

If you receive this e-mail by mistake, please delete it then advise the sender immediately.

Without prejudice to the above prohibition on unauthorised copying and disclosure of this e-mail or its contents, it is your responsibility to ensure that any onward transmission, opening or use of this message and any attachments will not adversely affect your or the onward recipients' systems or data. Please carry out such virus and other such checks as you consider appropriate.

An e-mail reply to this address may be subject to monitoring for operational reasons or lawful business practices

This e-mail is issued by Southern Water Services Limited, company number 2366670, registered in England and having its registered office at Southern House, Yeoman Road, Worthing, BN13 3NX, England.

In sending this e-mail the sender cannot be deemed to have specified authority and the contents of the e-mail will have no contractual effect unless (in either case) it is otherwise agreed between Southern Water Services Limited and the recipient.

Table of Contents

Project Name	Project Number	Project Date
Durban Crescent Dover CT16 2JJ		12/02/2024

Project Information	P-1
Scoring Summary	P-4
Section Summary	P-5
Project Summary	P-7
Section: 1; MH2 > Main (MH2X)	1
Section: 2; Ditch > MH4 (DitchX)	5
Section: 3; MH4 > MH3 (MH4X)	9
Section: 4; MH3 > MH2 (MH3X)	12
Section: 5; MH2 > MH1 (MH2X)	15
Damage overview	18
Damage overview	19

Project Information

Project Name	Project Number	Project Date
Durban Crescent Dover CT16 2JJ		12/02/2024

Client

Company: Mears LTD
Department: Unit 11A Claremont Way, Lakesview International Business Park
Street: Hersden, Canterbury Kent CT3 4JG
Phone: 01227286552

Site

Company: Mears Dover
Street: Durban Crescent
Town or City: Dover
County: Kent
Post Code: CT16 2JJ

Contractor

Company: Messenger Mobile Services LTD TA DYNO-ROD
Contact: [REDACTED]
Street: Crouchers Manor Barn
Town or City: Westwell Lane, Ashford, Kent TN25 4JN
Phone: 01233621108
Mobile: [REDACTED]
Email: [REDACTED]@dyno.com

Project Information

Project Name	Project Number	Project Date
Durban Crescent Dover CT16 2JJ		12/02/2024

Project Notes

Mears LTD
Claremont Way
Hersden
Canterbury
Kent, CT3 4BF
Customer ref: 081000/DDCR22387/001
Our ref: DY-WO-3852924
12/02/2024
REF: Durban Crescent Dover CT16 2JJ.

1, Main sewer in the road upstream to manhole 2 through manhole 1 is constructed of 225mm vitrified clay and has a circumferential crack at 8mtrs. Unable to gain access to manholes 1 and 2 as a car was parked over the top of them and no one home.

Repair required, install a 225mm x 550mm local liner to seal the crack £912.01+vat.

2, Ditch downstream to manhole 4 is constructed of 225mm vitrified clay and has a circumferential crack at 8.3mtrs.

Repair required, install a 225mm x 550mm local liner to seal the crack £912.01+vat.

3, Manhole 4 downstream to manhole 3 is constructed of 225mm vitrified clay and has no visible faults.

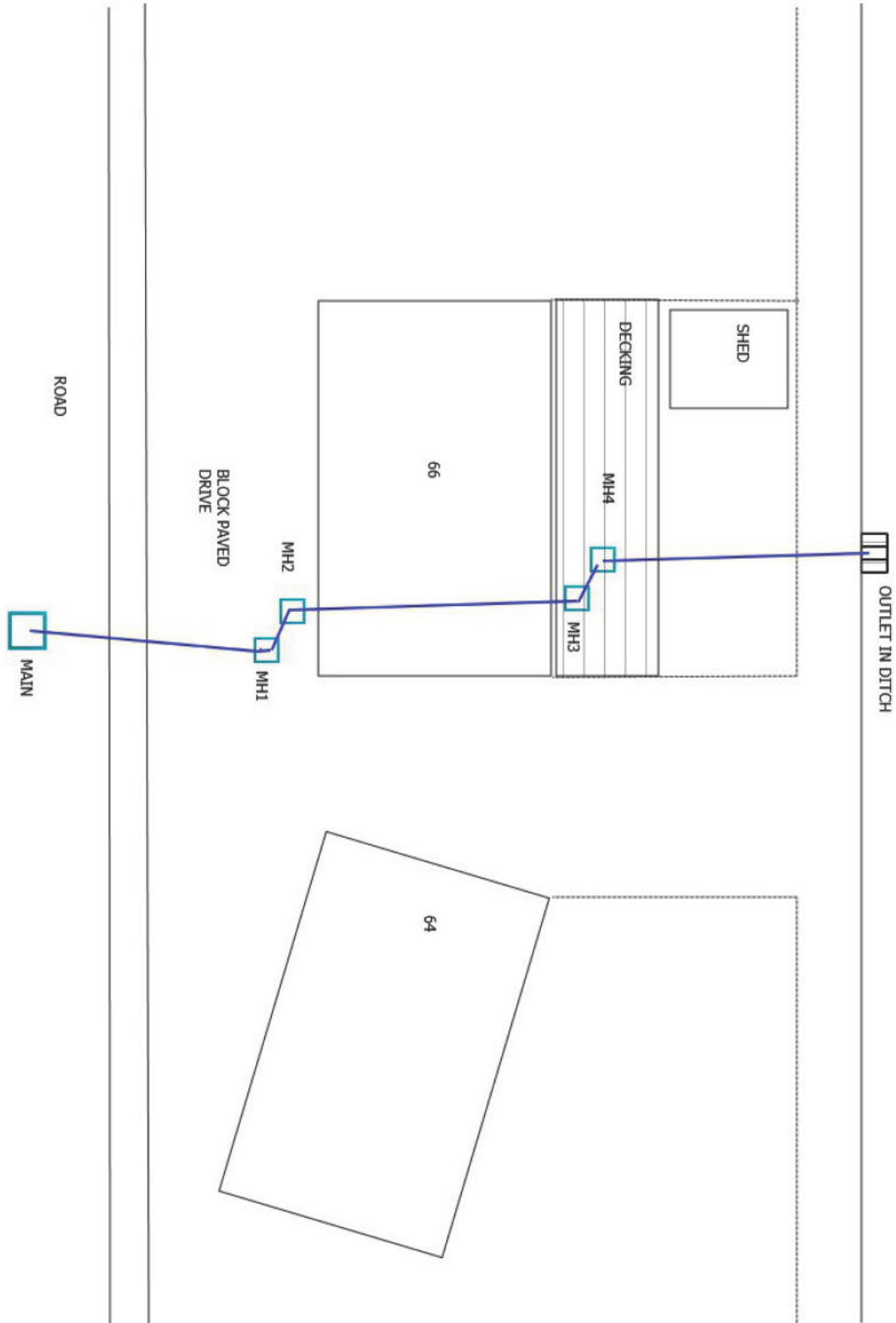
4, Manhole 3 downstream to manhole 2 is constructed of 225mm vitrified clay and has no visible faults.
No access to manholes 4 and 3 as under decking.

5, Manhole 2 downstream to manhole 1 is constructed of 225mm vitrified clay and has no visible faults.
Total cost of repairs £1824.02+vat.

Project Information

Project Name	Project Number	Project Date
Durban Crescent Dover CT16 2JJ		12/02/2024

Project Drawing



Scoring Summary

Project Name	Project Number	Project Date
Durban Crescent Dover CT16 2JJ		12/02/2024

Structural Defects

Section	PLR	Grade	Description
All inspected pipes are in an acceptable structural condition (< grade 3).			

Service / Operational Condition

Section	PLR	Grade	Description
All inspected pipes are in an acceptable service condition (< grade 3).			

Abandoned Surveys

Section	PLR	Description
All inspections complete, none are abandoned.		

Information

These scoring summaries are based on the SRM grading from the WRc.

Section Summary

Project Name Durban Crescent Dover CT16 2JJ	Project Number	Project Date 12/02/2024
---	-----------------------	-----------------------------------

Number of sections	5
Total length of sewer network	32.55 m
Total length of inspections	32.55 m
Total length of abandoned inspections	0.00 m
Total abandoned inspections	0
Number of section inspection photos	15
Number of section inspection videos	6
Number of section inspection scans	0
Number of section inclination measurements	0

PLR: MH2X	Upstream Node: MH2
Inspection Direction: Upstream	Downstream Node: Main
Inspected Length: 10.75 m	Dia/Height: 225 mm
Total Length: 10.75 m	Material: Vitrified clay

No.	m+	Code	Observation
1	0.00	MH	Start node type, manhole, reference number: Main
2	0.00	WL	Water level, 0% of the vertical dimension
3	8.00	CC	Crack, circumferential from 12 o'clock to 12 o'clock
4	9.00	LL	Line deviates left
5	10.70	LR	Line deviates right
6	10.70	MHF	Finish node type, manhole, reference number: MH1
7	10.75	MHF	Finish node type, manhole, reference number: MH1

PLR: DitchX	Upstream Node: Ditch
Inspection Direction: Downstream	Downstream Node: MH4
Inspected Length: 11.50 m	Dia/Height: 225 mm
Total Length: 11.50 m	Material: Vitrified clay

No.	m+	Code	Observation
1	0.00	MH	Start node type, manhole, reference number: Ditch
2	0.00	WL	Water level, 0% of the vertical dimension
3	7.00	LR	Line deviates right
4	8.30	CCJ	Crack, circumferential at joint from 9 o'clock to 1 o'clock
5	11.50	MHF	Finish node type, manhole, reference number: MH4

PLR: MH4X	Upstream Node: MH4
Inspection Direction: Downstream	Downstream Node: MH3
Inspected Length: 1.50 m	Dia/Height: 225 mm
Total Length: 1.50 m	Material: Vitrified clay

Section Summary

Project Name Durban Crescent Dover CT16 2JJ	Project Number	Project Date 12/02/2024
---	-----------------------	-----------------------------------

No.	m+	Code	Observation
1	0.00	MH	Start node type, manhole, reference number: MH4
2	0.00	WL	Water level, 0% of the vertical dimension
3	1.50	MHF	Finish node type, manhole, reference number: MH3

PLR:	MH3X	Upstream Node:	MH3
Inspection Direction:	Downstream	Downstream Node:	MH2
Inspected Length:	8.50 m	Dia/Height:	225 mm
Total Length:	8.50 m	Material:	Vitrified clay

No.	m+	Code	Observation
1	0.00	MH	Start node type, manhole, reference number: MH3
2	0.00	WL	Water level, 0% of the vertical dimension
3	8.50	MHF	Finish node type, manhole, reference number: MH2

PLR:	MH2X	Upstream Node:	MH2
Inspection Direction:	Downstream	Downstream Node:	MH1
Inspected Length:	0.30 m	Dia/Height:	225 mm
Total Length:	0.30 m	Material:	Vitrified clay

No.	m+	Code	Observation
1	0.00	MH	Start node type, manhole, reference number: MH2
2	0.00	WL	Water level, 0% of the vertical dimension
3	0.30	MHF	Finish node type, manhole, reference number: MH1

Project Summary

Project Name Durban Crescent Dover CT16 2JJ	Project Number	Project Date 12/02/2024
---	-----------------------	-----------------------------------

Pipe Summary

No.	Type	PLR	Upstream Node	Downstream Node	Road	Town	Use	Mat.	Profile	Length
1	SEC	MH2X	MH2	MAIN	Durban Crescent	Dover	S	VC	Circular 225mm	10.75 m
2	SEC	DitchX	DITCH	MH4	Durban Crescent	Dover	S	VC	Circular 225mm	11.50 m
3	SEC	MH4X	MH4	MH3	Durban Crescent	Dover	S	VC	Circular 225mm	1.50 m
4	SEC	MH3X	MH3	MH2	Durban Crescent	Dover	S	VC	Circular 225mm	8.50 m
5	SEC	MH2X	MH2	MH1	Durban Crescent	Dover	S	VC	Circular 225mm	0.30 m
Total:										32.55 m

Pipe Levels

No.	PLR	Upstream Node	Upstream C.L.	Upstream I.L.	Upstream I.D.	Downstream Node	Downstream C.L.	Downstream I.L.	Downstream I.D.
1	MH2X	MH2			0.000 m	MAIN			0.000 m
2	DitchX	DITCH			0.000 m	MH4			0.000 m
3	MH4X	MH4			0.000 m	MH3			0.000 m
4	MH3X	MH3			0.000 m	MH2			0.000 m
5	MH2X	MH2			0.000 m	MH1			0.000 m

Pipe Summary by Profile

Profile	Total Length	No. Pipes
Circular 225mm	10.75 m	
Circular 225mm	11.50 m	
Circular 225mm	1.50 m	
Circular 225mm	8.50 m	
Circular 225mm	0.30 m	
Circular 225mm =	32.55 m	5
Total =	32.55 m	5

Project Summary

Project Name Durban Crescent Dover CT16 2JJ	Project Number	Project Date 12/02/2024
---	-----------------------	-----------------------------------

Inspection Summary

Pipe No.	Insp. No.	Upstream Node	Downstream Node	Dir.	Operator	Insp. Date	Insp. Time	Str	Ser	Final Observation	Length
1	1	MH2	MAIN	US	David Harris	12/02/2024	11:51	2	2	MHF	10.75 m
2	1	DITCH	MH4	DS	David Harris	12/02/2024	12:20	2	2	MHF	11.50 m
3	1	MH4	MH3	DS	David Harris	12/02/2024	12:28	1	1	MHF	1.50 m
4	1	MH3	MH2	DS	David Harris	12/02/2024	12:37	1	1	MHF	8.50 m
5	1	MH2	MH1	DS	David Harris	12/02/2024	12:41	1	1	MHF	0.30 m
Total:											32.55 m

Inspection Summary by Profile

Profile	Total Length	No. Inspections
Circular 225mm	10.75 m	
Circular 225mm	11.50 m	
Circular 225mm	1.50 m	
Circular 225mm	8.50 m	
Circular 225mm	0.30 m	
Circular 225mm =	32.55 m	5
Total =	32.55 m	5

Defect Summary

Defect Summary				CCTV Drainage Survey Observation Count																		
				General				Structural Condition								Service Condition						
				Insp. Length (m)	No. Grade 4/5 Obs.	Survey Abandoned	Camera Under Water	Cracks	Fractures	Broken	Deformed	Collapsed	Holes	Surface Damage	Displaced Joints	Open Joints	Roots	Infiltration	Encrustation	Silt	Grease	Obstruction
Sect. No.	Insp. No.	Upstream Node	Downstream Node																			
1	1	MH2	MAIN	10.8				1													1	2
2	1	DITCH	MH4	11.5				1													1	1
3	1	MH4	MH3	1.5																	1	
4	1	MH3	MH2	8.5																	1	

Project Summary

Project Name Durban Crescent Dover CT16 2JJ	Project Number	Project Date 12/02/2024
---	-----------------------	-----------------------------------

Sect. No.	Insp. No.	Upstream Node	Downstream Node	Insp. Length (m)	No. Grade 4/5 Obs.	Survey Abandoned	Camera Under Water	Cracks	Fractures	Broken	Deformed	Collapsed	Holes	Surface Damage	Displaced Joints	Open Joints	Roots	Infiltration	Encrustation	Silt	Grease	Obstruction	Water Level	Line Deviates
5	1	MH2	MH1	0.3																			1	
Total:				32.6				2															5	3

Section Inspection - 12/02/2024 - MH2X

Section 1	Inspection 1	Date 12/02/24	Time 11:51	Client's Job Ref 081000/DDCR2238	Weather No Rain Or Snow	Pre Cleaned No	PLR MH2X
Operator		Vehicle Not Specified		Camera Not Specified	Preset Length Not Specified	Legal Status Not Specified	Alternative ID Not Specified

Town or Village:	Dover	Inspection Direction:	Upstream	Upstream Node:	MH2
Road:	Durban Crescent	Inspected Length:	10.75 m	Upstream Pipe Depth:	
Location:	Road	Total Length:	10.75 m	Downstream Node:	MAIN
Surface Type:	Concrete Highway	Joint Length:	0.00 m	Downstream Pipe Depth:	
Use:	Surface water	Pipe Shape:	Circular		
Type of Pipe:	Gravity drain/sewer	Dia/Height:	225 mm		
Year Constructed:		Material:	Vitrified clay		
Flow Control:	No flow control	Lining Type:	No Lining		
Inspection Purpose:	Sample condition survey	Lining Material:	No Lining		

Comments:

Recommendations:

Scale:	1:94	Position [m]	Code	Observation	MPEG	Photo	Grade
		0.00	MH	Start node type, manhole, reference number: Main	00:00:00	1	
		0.00	WL	Water level, 0% of the vertical dimension	00:00:00	2, 3	
		8.00	CC	Crack, circumferential from 12 o'clock to 12 o'clock	00:00:28	4	2 / 2
		9.00	LL	Line deviates left: 90 degrees in MH1			
		10.70	LR	Line deviates right: 90 degrees into MH2			
		10.70	MHF	Finish node type, manhole, reference number: MH1	00:00:09	5	
		10.75	MHF	Finish node type, manhole, reference number: MH1	00:00:22	6	

Construction Features

Structural Defects

Miscellaneous Features

Service & Operational Observations

STR No. Def	STR Peak	STR Mean	STR Total	STR Grade	SER No. Def	SER Peak	SER Mean	SER Total	SER Grade
1	10.0	0.9	10.0	2.0	1	1.0	0.1	1.0	2.0

Section Pictures - 12/02/2024 - MH2X

Section	Inspection Direction	PLR	Client's Job Ref	Contractor's Job Ref
1	Upstream	MH2X	081000/DDCR2238	3852924



1, 00:00:00, 0.00 m
Start node type, manhole, reference number: Main



2, 00:00:00, 0.00 m
Water level, 0% of the vertical dimension



3, 00:00:00, 0.00 m
Water level, 0% of the vertical dimension



4, 00:00:28, 8.00 m
Crack, circumferential from 12 o'clock to 12 o'clock

Section Pictures - 12/02/2024 - MH2X

Section 1	Inspection Direction Upstream	PLR MH2X	Client's Job Ref 081000/DDCR2238	Contractor's Job Ref 3852924
---------------------	---	--------------------	--	--



5, 00:00:09, 10.70 m
Finish node type, manhole, reference number: MH1



6, 00:00:22, 10.75 m
Finish node type, manhole, reference number: MH1

Section Rehab - 12/02/2024 - MH2X

Section 1	Inspection 1	Date 12/02/24	Time 11:51	Client's Job Ref 081000/DDCR2238	Weather No Rain Or Snow	Pre Cleaned No	PLR MH2X
Operator		Vehicle Not Specified		Camera Not Specified	Preset Length Not Specified	Legal Status Not Specified	Alternative ID Not Specified

Town or Village:	Dover	Inspection Direction:	Upstream	Upstream Node:	MH2
Road:	Durban Crescent	Inspected Length:	10.75 m	Upstream Pipe Depth:	
Location:	Road	Total Length:	10.75 m	Downstream Node:	MAIN
Surface Type:	Concrete Highway	Joint Length:	0.00 m	Downstream Pipe Depth:	

Comments:
Recommendations:

Scale:	1:94	Position [m]	Code	Observation	MPEG	Photo	Grade
		0.00	MH	Start node type, manhole, reference number: Main	00:00:00		
		0.00	WL	Water level, 0% of the vertical dimension	00:00:00		
		8.00	CC	Crack, circumferential from 12 o'clock to 12 o'clock	00:00:28		2 / 2
		9.00	LL	Line deviates left: 90 degrees in MH1			
		10.70	LR	Line deviates right: 90 degrees into MH2			
		10.70	MHF	Finish node type, manhole, reference number: MH1	00:00:09		
		10.75	MHF	Finish node type, manhole, reference number: MH1	00:00:22		

Construction Features

Miscellaneous Features

Structural Defects

Service & Operational Observations

STR No. Def	STR Peak	STR Mean	STR Total	STR Grade	SER No. Def	SER Peak	SER Mean	SER Total	SER Grade
1	10.0	0.9	10.0	2.0	1	1.0	0.1	1.0	2.0

Section Pictures - 12/02/2024 - DitchX

Section	Inspection Direction	PLR	Client's Job Ref	Contractor's Job Ref
2	Downstream	DITCHX	081000/DDCR2238	3852924



1, 00:00:00, 0.00 m
Start node type, manhole, reference number: Ditch



2, 00:00:00, 0.00 m
Start node type, manhole, reference number: Ditch



3, 0.00 m
Water level, 0% of the vertical dimension



4, 00:02:03, 7.00 m
Line deviates right, 15 degrees

Section Pictures - 12/02/2024 - DitchX

Section	Inspection Direction	PLR	Client's Job Ref	Contractor's Job Ref
2	Downstream	DITCHX	081000/DDCR2238	3852924



5, 00:02:19, 8.30 m
Crack, circumferential at joint from 9 o'clock to 1 o'clock



6, 00:02:48, 11.50 m
Finish node type, manhole, reference number: MH4

Section Rehab - 12/02/2024 - DitchX

Section 2	Inspection 2	Date 12/02/24	Time 12:20	Client's Job Ref 081000/DDCR2238	Weather No Rain Or Snow	Pre Cleaned No	PLR DITCHX
Operator		Vehicle Not Specified		Camera Not Specified	Preset Length Not Specified	Legal Status Not Specified	Alternative ID Not Specified

Town or Village:	Dover	Inspection Direction:	Downstream	Upstream Node:	DITCH
Road:	Durban Crescent	Inspected Length:	11.50 m	Upstream Pipe Depth:	
Location:	Road	Total Length:	11.50 m	Downstream Node:	MH4
Surface Type:	Overgrown	Joint Length:	0.00 m	Downstream Pipe Depth:	

Comments:
Recommendations:

Scale: 1:100	Position [m]	Code	Observation	MPEG	Photo	Grade
	0.00	MH	Start node type, manhole, reference number: Ditch	00:00:00		
	0.00	WL	Water level, 0% of the vertical dimension			
	7.00	LR	Line deviates right: 15 degrees	00:02:03		
	8.30	CCJ	Crack, circumferential at joint from 9 o'clock to 1 o'clock	00:02:19		2 / 2
	11.50	MHF	Finish node type, manhole, reference number: MH4	00:02:48		

Construction Features

Structural Defects

Miscellaneous Features

Service & Operational Observations

STR No. Def	STR Peak	STR Mean	STR Total	STR Grade	SER No. Def	SER Peak	SER Mean	SER Total	SER Grade
1	10.0	1.4	10.0	2.0	1	1.0	0.1	1.0	2.0

Section Inspection - 12/02/2024 - MH4X

Section 3	Inspection 3	Date 12/02/24	Time 12:28	Client's Job Ref 081000/DDCR2238	Weather No Rain Or Snow	Pre Cleaned No	PLR MH4X
Operator		Vehicle Not Specified		Camera Not Specified	Preset Length Not Specified	Legal Status Not Specified	Alternative ID Not Specified

Town or Village:	Dover	Inspection Direction:	Downstream	Upstream Node:	MH4
Road:	Durban Crescent	Inspected Length:	1.50 m	Upstream Pipe Depth:	
Location:	Road	Total Length:	1.50 m	Downstream Node:	MH3
Surface Type:	No Access	Joint Length:	0.00 m	Downstream Pipe Depth:	
Use:	Surface water	Pipe Shape:	Circular		
Type of Pipe:	Gravity drain/sewer	Dia/Height:	225 mm		
Year Constructed:		Material:	Vitrified clay		
Flow Control:	No flow control	Lining Type:	No Lining		
Inspection Purpose:	Sample condition survey	Lining Material:	No Lining		

Comments:

Recommendations:

Scale:	1:50	Position [m]	Code	Observation	MPEG	Photo	Grade
		0.00	MH	Start node type, manhole, reference number: MH4	00:00:00		
		0.00	WL	Water level, 0% of the vertical dimension			
		1.50	MHF	Finish node type, manhole, reference number: MH3	00:03:15	1	

Construction Features

Structural Defects

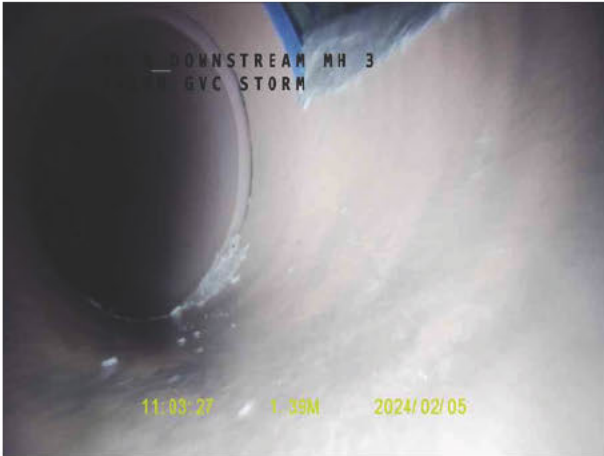
Miscellaneous Features

Service & Operational Observations

STR No. Def	STR Peak	STR Mean	STR Total	STR Grade	SER No. Def	SER Peak	SER Mean	SER Total	SER Grade
0	0.0	0.0	0.0	1.0	0	0.0	0.0	0.0	1.0

Section Pictures - 12/02/2024 - MH4X

Section 3	Inspection Direction Downstream	PLR MH4X	Client's Job Ref 081000/DDCR2238	Contractor's Job Ref 3852924
---------------------	---	--------------------	--	--



1, 00:03:15, 1.50 m
Finish node type, manhole, reference number: MH3

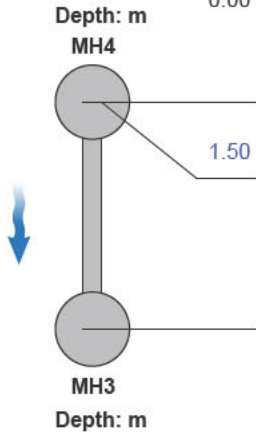
Section Rehab - 12/02/2024 - MH4X

Section 3	Inspection 3	Date 12/02/24	Time 12:28	Client's Job Ref 081000/DDCR2238	Weather No Rain Or Snow	Pre Cleaned No	PLR MH4X
Operator [REDACTED]		Vehicle Not Specified		Camera Not Specified	Preset Length Not Specified	Legal Status Not Specified	Alternative ID Not Specified

Town or Village:	Dover	Inspection Direction:	Downstream	Upstream Node:	MH4
Road:	Durban Crescent	Inspected Length:	1.50 m	Upstream Pipe Depth:	
Location:	Road	Total Length:	1.50 m	Downstream Node:	MH3
Surface Type:	No Access	Joint Length:	0.00 m	Downstream Pipe Depth:	

Comments:
Recommendations:

Scale: 1:50	Position [m]	Code	Observation	MPEG	Photo	Grade
	0.00	MH	Start node type, manhole, reference number: MH4	00:00:00		
	0.00	WL	Water level, 0% of the vertical dimension			
	1.50	MHF	Finish node type, manhole, reference number: MH3	00:03:15		



Construction Features

Structural Defects

Miscellaneous Features

Service & Operational Observations

STR No. Def	STR Peak	STR Mean	STR Total	STR Grade	SER No. Def	SER Peak	SER Mean	SER Total	SER Grade
0	0.0	0.0	0.0	1.0	0	0.0	0.0	0.0	1.0

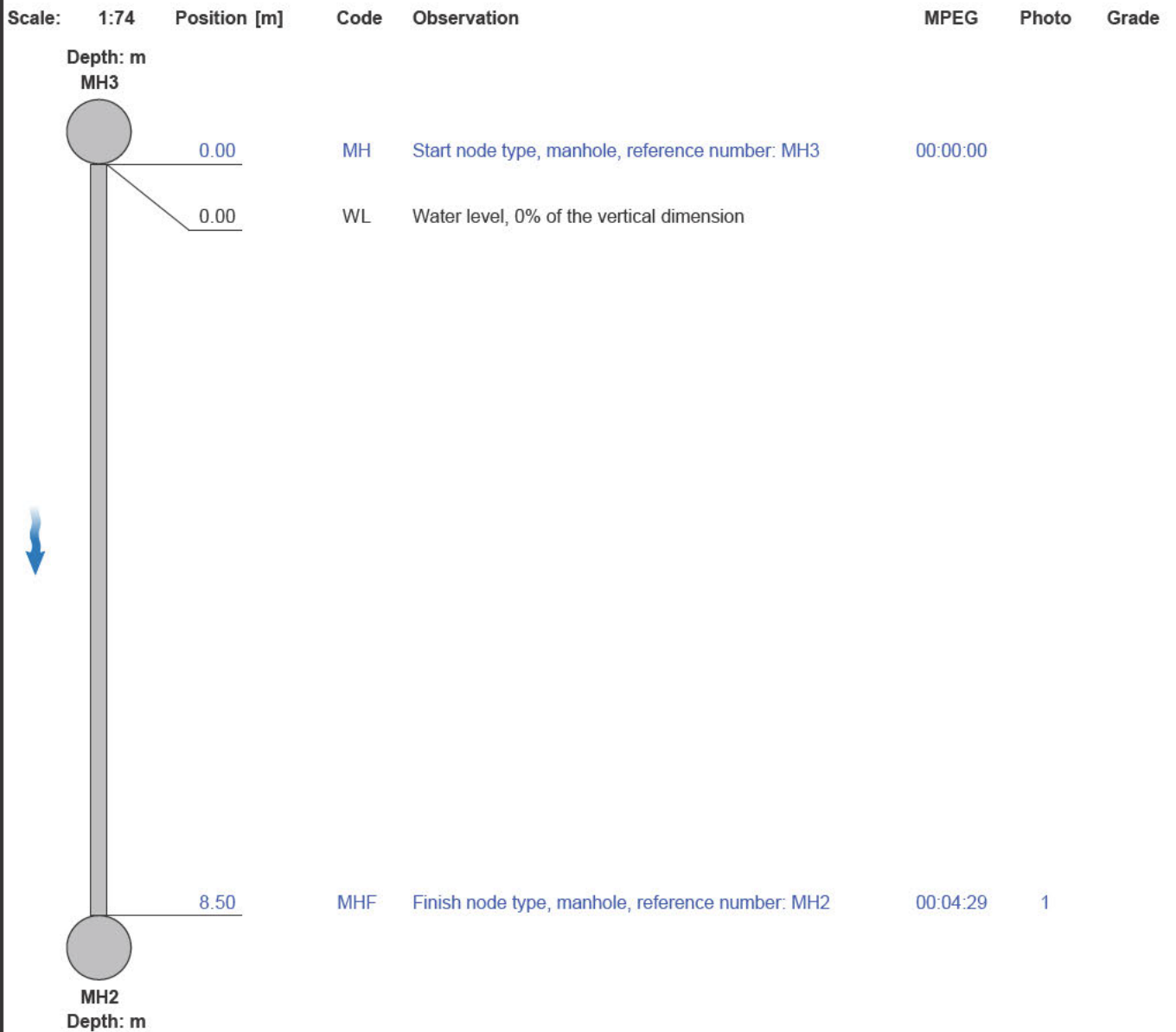
Section Inspection - 12/02/2024 - MH3X

Section 4	Inspection 4	Date 12/02/24	Time 12:37	Client's Job Ref 081000/DDCR2238	Weather No Rain Or Snow	Pre Cleaned No	PLR MH3X
Operator		Vehicle Not Specified		Camera Not Specified	Preset Length Not Specified	Legal Status Not Specified	Alternative ID Not Specified

Town or Village:	Dover	Inspection Direction:	Downstream	Upstream Node:	MH3
Road:	Durban Crescent	Inspected Length:	8.50 m	Upstream Pipe Depth:	
Location:	Road	Total Length:	8.50 m	Downstream Node:	MH2
Surface Type:	No Access	Joint Length:	0.00 m	Downstream Pipe Depth:	
Use:	Surface water	Pipe Shape:	Circular		
Type of Pipe:	Gravity drain/sewer	Dia/Height:	225 mm		
Year Constructed:		Material:	Vitrified clay		
Flow Control:	No flow control	Lining Type:	No Lining		
Inspection Purpose:	Sample condition survey	Lining Material:	No Lining		

Comments:

Recommendations:



Construction Features

Structural Defects

Miscellaneous Features

Service & Operational Observations

STR No. Def	STR Peak	STR Mean	STR Total	STR Grade	SER No. Def	SER Peak	SER Mean	SER Total	SER Grade
0	0.0	0.0	0.0	1.0	0	0.0	0.0	0.0	1.0

Section Pictures - 12/02/2024 - MH3X

Section 4	Inspection Direction Downstream	PLR MH3X	Client's Job Ref 081000/DDCR2238	Contractor's Job Ref 3852924
---------------------	---	--------------------	--	--



1, 00:04:29, 8.50 m
Finish node type, manhole, reference number: MH2

Section Rehab - 12/02/2024 - MH3X

Section 4	Inspection 4	Date 12/02/24	Time 12:37	Client's Job Ref 081000/DDCR2238	Weather No Rain Or Snow	Pre Cleaned No	PLR MH3X
Operator		Vehicle Not Specified		Camera Not Specified	Preset Length Not Specified	Legal Status Not Specified	Alternative ID Not Specified

Town or Village:	Dover	Inspection Direction:	Downstream	Upstream Node:	MH3
Road:	Durban Crescent	Inspected Length:	8.50 m	Upstream Pipe Depth:	
Location:	Road	Total Length:	8.50 m	Downstream Node:	MH2
Surface Type:	No Access	Joint Length:	0.00 m	Downstream Pipe Depth:	

Comments:
Recommendations:

Scale: 1:74	Position [m]	Code	Observation	MPEG	Photo	Grade
	0.00	MH	Start node type, manhole, reference number: MH3	00:00:00		
Depth: m MH3	0.00	WL	Water level, 0% of the vertical dimension			
	8.50	MHF	Finish node type, manhole, reference number: MH2	00:04:29		
Depth: m MH2						

Construction Features

Structural Defects

Miscellaneous Features

Service & Operational Observations

STR No. Def	STR Peak	STR Mean	STR Total	STR Grade	SER No. Def	SER Peak	SER Mean	SER Total	SER Grade
0	0.0	0.0	0.0	1.0	0	0.0	0.0	0.0	1.0

Section Inspection - 12/02/2024 - MH2X

Section 5	Inspection 5	Date 12/02/24	Time 12:41	Client's Job Ref 081000/DDCR2238	Weather No Rain Or Snow	Pre Cleaned No	PLR MH2X
Operator [REDACTED]		Vehicle Not Specified		Camera Not Specified	Preset Length Not Specified	Legal Status Not Specified	Alternative ID Not Specified

Town or Village:	Dover	Inspection Direction:	Downstream	Upstream Node:	MH2
Road:	Durban Crescent	Inspected Length:	0.30 m	Upstream Pipe Depth:	
Location:	Road	Total Length:	0.30 m	Downstream Node:	MH1
Surface Type:	No Access	Joint Length:	0.00 m	Downstream Pipe Depth:	
Use:	Surface water	Pipe Shape:	Circular		
Type of Pipe:	Gravity drain/sewer	Dia/Height:	225 mm		
Year Constructed:		Material:	Vitrified clay		
Flow Control:	No flow control	Lining Type:	No Lining		
Inspection Purpose:	Sample condition survey	Lining Material:	No Lining		

Comments:

Recommendations:

Scale:	1:50	Position [m]	Code	Observation	MPEG	Photo	Grade
		0.00	MH	Start node type, manhole, reference number: MH2	00:00:00		
		0.00	WL	Water level, 0% of the vertical dimension			
		0.30	MHF	Finish node type, manhole, reference number: MH1	00:04:40	1	

Construction Features

Structural Defects

Miscellaneous Features

Service & Operational Observations

STR No. Def	STR Peak	STR Mean	STR Total	STR Grade	SER No. Def	SER Peak	SER Mean	SER Total	SER Grade
0	0.0	0.0	0.0	1.0	0	0.0	0.0	0.0	1.0

Section Pictures - 12/02/2024 - MH2X

Section 5	Inspection Direction Downstream	PLR MH2X	Client's Job Ref 081000/DDCR2238	Contractor's Job Ref 3852924
---------------------	---	--------------------	--	--



1, 00:04:40, 0.30 m

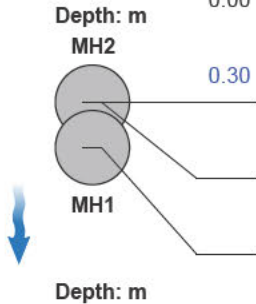
Finish node type, manhole, reference number: MH1

Section Rehab - 12/02/2024 - MH2X

Section 5	Inspection 5	Date 12/02/24	Time 12:41	Client's Job Ref 081000/DDCR2238	Weather No Rain Or Snow	Pre Cleaned No	PLR MH2X
Operator		Vehicle Not Specified		Camera Not Specified	Preset Length Not Specified	Legal Status Not Specified	Alternative ID Not Specified

Town or Village:	Dover	Inspection Direction:	Downstream	Upstream Node:	MH2
Road:	Durban Crescent	Inspected Length:	0.30 m	Upstream Pipe Depth:	
Location:	Road	Total Length:	0.30 m	Downstream Node:	MH1
Surface Type:	No Access	Joint Length:	0.00 m	Downstream Pipe Depth:	

Comments:
Recommendations:

Scale: 1:50	Position [m]	Code	Observation	MPEG	Photo	Grade
	0.00	MH	Start node type, manhole, reference number: MH2	00:00:00		
Depth: m MH2	0.00	WL	Water level, 0% of the vertical dimension			
	0.30	MHF	Finish node type, manhole, reference number: MH1	00:04:40		
Depth: m						

Construction Features

Structural Defects

Miscellaneous Features

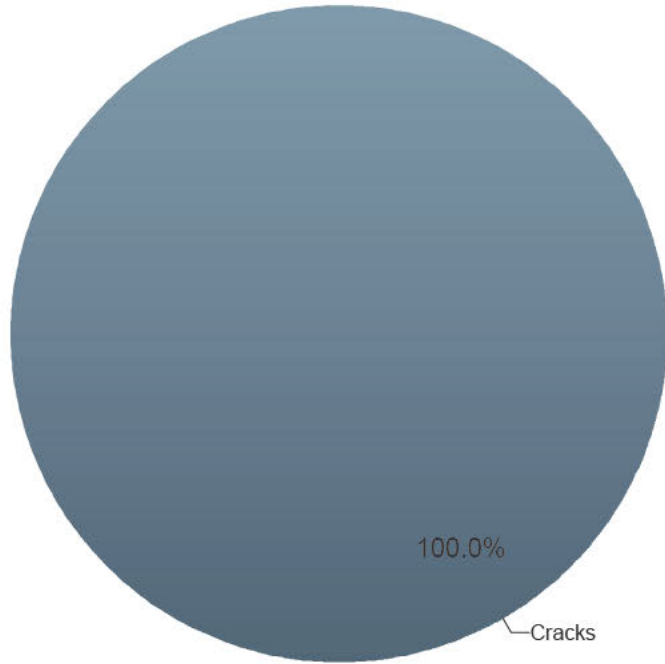
Service & Operational Observations

STR No. Def	STR Peak	STR Mean	STR Total	STR Grade	SER No. Def	SER Peak	SER Mean	SER Total	SER Grade
0	0.0	0.0	0.0	1.0	0	0.0	0.0	0.0	1.0

Damage overview

Project Name Durban Crescent Dover CT16 2JJ	Project Number	Project Date 12/02/2024
---	-----------------------	-----------------------------------

Group	Count
Cracks	2



Inspection Summary

Project Name Durban Crescent Dover CT16 2JJ	Project Number	Project Date 12/02/2024
---	-----------------------	-----------------------------------

	Ditch	MH2	Total
Node from:	MH4	Main	
Node to:			
Section height:	225.00	225.00	
Section length:	11.50	10.75	32.55
Inspected length:	11.50	10.75	32.55
Abandoned:			
Cracks:	1	1	2
Total:	1	1	2

From: [REDACTED]
Sent: 08 December 2023 11:21
To: [REDACTED]@kent.gov.uk
Cc: [REDACTED]@kent.gov.uk; flood@kent.gov.uk; [REDACTED]
Subject: FW: Advice (LLFA/2023/1701/FI)
Attachments: 756967.pdf; 756892.Pdf; Fw: Ref enquiry 756892

Good morning [REDACTED]

Thank you for the e-mail below and for your input to date.

My colleagues [REDACTED] and [REDACTED] are helping to deal with the issue from our end ([REDACTED] is leading for DDC and will get in touch with you).

Regards

[REDACTED]



[REDACTED]
Head of Property Assets
Dover District Council
Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ
Tel: [REDACTED]
Email: [REDACTED]@dover.gov.uk
Web: <http://dover.gov.uk>

Dover District Council is a data controller under GDPR, your attention is drawn to our Corporate Privacy Notice at: <https://www.dover.gov.uk/privacy>. This explains how we will use and share your personal information and protect your privacy and rights.

From: [REDACTED]@kent.gov.uk <[REDACTED]@kent.gov.uk>
Sent: Friday, December 8, 2023 10:52 AM
To: [REDACTED]@DOVER.GOV.UK>
Cc: [REDACTED]@kent.gov.uk; flood@kent.gov.uk; [REDACTED]@DOVER.GOV.UK>
Subject: Fw: Advice (LLFA/2023/1701/FI)

You don't often get email from [REDACTED]@kent.gov.uk. [Learn why this is important](#)

Hi [REDACTED]

Thanks for speaking with me on the phone just now. I have attached the information from highways and also the email I sent on 16 November trying to fish for some information. I think that this one would be good to see as I am not familiar with the area. It is interesting as highways thought that the land was owned by DDC but the land registry for this area shows different information so very helpful to have clarified that it is not DDC land!

It would also be good to know if Southern Water have investigated their system and if any defects were found that may have caused the issue or if there is a contact I could also follow up with, as well as a map showing where the cover is and where the water was flowing from.

I am on leave from next Friday and have no available space next week but would be keen to try and arrange something for the new year, if the land parcel can be identified I can get a letter out to the landowner if we need access to walk the land. As far as I am aware there are no ordinary watercourses in this area (that are mapped at least) if this is incorrect please let me know.

I understand that [REDACTED] is leading on this from your end, and I saw he was copied in below so have CC'd him to this email. If I can ask that emails sent regarding this include our reference number LLFA/2023/1701/FI in the subject line. My contact information including my direct number is below in my signature, and thanks again for the help this morning.

Kind Regards

[REDACTED]

[REDACTED] | Land Drainage Engineer | Kent County Council

Environment, Planning and Enforcement, Invicta House, County Hall, Maidstone, Kent, ME14 1XX
t: [REDACTED] | e: [REDACTED]@kent.gov.uk | www.kent.gov.uk



From: [REDACTED]@kent.gov.uk
Sent: Friday, 8 December 2023 07:43
To: [REDACTED]@kent.gov.uk
Cc: Flood - GT <flood@kent.gov.uk>
Subject: Re: Advice (LLFA/2023/1701/FI)

Hi [REDACTED]

I have already been looking into this, I have been trying to get hold of DDC as someone from their estates team attended with southern water and I have been trying to find out what happened, as it was originally said to be DDC land but the land registry gives an individual as a land owner. I shall contact [REDACTED] and have a chat and see where we are, I agree that a site visit will likely be needed. I have attached the information given to us by highways.

Thank you for forwarding this, it is very helpful.

[REDACTED]

From: [REDACTED]@kent.gov.uk
Sent: Thursday, 7 December 2023 17:00
To: [REDACTED]@kent.gov.uk
Subject: FW: Advice

Hi [REDACTED]

Can you provide a response to the query below, please? This location isn't near a surface water flow path, which is interesting. It may require a visit.

Thanks,

[REDACTED]

From: [REDACTED]@kent.gov.uk>
Sent: Thursday, December 7, 2023 8:51 AM
To: [REDACTED]@dover.gov.uk>
Cc: [REDACTED]@dover.gov.uk>; [REDACTED]@kent.gov.uk>
Subject: RE: Advice

Thank you [REDACTED]

I have copied-in my colleague [REDACTED] (Flood and Water Manager) who may be able to assist.

Best wishes,

[REDACTED]

[REDACTED] | Resilience and Emergency Planning Manager | Resilience and Emergency Planning Service | Infrastructure | Deputy Chief Executive's Department | Kent County Council | Invicta House, Maidstone, Kent, ME14 1XX | Telephone: [REDACTED] | Mobile tel. [REDACTED] | Skype for Business tel. [REDACTED] | 24/7 Emergencies Duty Officer 03000 414 999
...@[REDACTED]>

From: [REDACTED]@DOVER.GOV.UK>
Sent: Thursday, December 7, 2023 8:46 AM
To: [REDACTED]@kent.gov.uk>

Cc: [redacted]@dover.gov.uk>

Subject: FW: Advice

Morning [redacted]

Could I kindly ask you look at my original email below highlighted in yellow and offer some advice please?

Thanks

[redacted]



[redacted]
Community Safety and Resilience Manager
Dover District Council
Council Offices, White Cliffs Business Park, Whitfield, Dover
CT16 3PJ
Tel: [redacted]
Mob: [redacted]
Email : [redacted]@Dover.gov.uk
Web: <http://dover.gov.uk>



EMPLOYER RECOGNITION SCHEME

GOLD AWARD
Proudly supporting those who serve.

From: [REDACTED]@environment-agency.gov.uk>
Sent: Wednesday, December 6, 2023 4:38 PM
To: [REDACTED]@DOVER.GOV.UK>
Subject: FW: Advice

You don't often get email from [REDACTED]@environment-agency.gov.uk. [Learn why this is important](#)

Hi [REDACTED]

I passed your enquiry to our Partnership & Strategic risk team for East Kent and they have advised the following below and likelihood of surface water flooding due to rainfall events.

Lead Local Flood Authority (KCC) leads on surface water. [REDACTED] Manager of the Emergency Planning team might be best.

Regards

[REDACTED]

Emergency Planning Advisor

Environment Agency - Kent, South London and East Sussex Area

KSLES.AreaIncidentTeam@environment-agency.gov.uk

[REDACTED]

From: [REDACTED]@environment-agency.gov.uk>

Sent: Wednesday, December 6, 2023 4:18 PM

To: [REDACTED]@environment-agency.gov.uk>; [REDACTED]@environment-agency.gov.uk>

Subject: RE: Advice - PSO - landowner responsibilities

Good afternoon [REDACTED]

The site in question is not near any main rivers or flood zones and therefore, as [REDACTED] highlighted, the flooding issues are likely to be related to surface water flooding due to recent heavy rainfall events. Please could you inform Dave that managing the risk of flooding from surface water is the responsibility of lead local flood authorities and we would expect that they will be able to appropriately advise / answer any questions that Dave has.

Kind regards,

[REDACTED]
Flood and Coastal Risk Management Team Member

East Kent Partnerships and Strategic Overview Team

Kent, South London and East Sussex Area

Environment Agency | Orchard House, Endeavour Park,

London Road, West Malling, Kent, ME19 5SH

From: [REDACTED]@DOVER.GOV.UK>

Sent: Tuesday, December 5, 2023 11:35 AM

To: [REDACTED]@environment-agency.gov.uk>

Cc: [REDACTED]@DOVER.GOV.UK>; [REDACTED]

<[REDACTED]@DOVER.GOV.UK>

Subject: Advice

Good Morning [REDACTED]

I hope you are well?

I am hoping I could pick your brains or if you can put me in contact with the appropriate person in regard to a recent issue we have had please?

We have a property in Durban Crescent, Dover that has been victim to localised flooding caused by a stream of water during heavy rainfall (twice it has happened now) coming from off the farmers field and running down and some others were close to having damage caused.

This hasn't previously come to our attention, and we are trying to understand what responsibility the landowner has in response to this to prevent this from happening again?

Below is a map showing the area predominantly affected.



Any advice would be appreciated so we can look at what steps we can take as an authority in response to this.

Thanks



Community Safety and Resilience Manager

Dover District Council
Council Offices, White Cliffs Business Park, Whitfield, Dover
CT16 3PJ

Tel:

Mob:

Email : @Dover.gov.uk

Web: <http://dover.gov.uk>



EMPLOYER RECOGNITION SCHEME

GOLD AWARD

Proudly supporting those who serve.

Please consider the environment before printing this email

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

This message has been sent using TLS 1.2 Information in this message may be confidential and may be legally privileged. If you have received this message by mistake, please notify the sender immediately, delete it and do not copy it to anyone else. We have checked this email and its attachments for viruses. But you should still check any attachment before opening it. We may have to make this message and any reply to it public if asked to under the Freedom of Information Act, Data Protection Act or for litigation. Email messages and attachments sent to or from any Environment Agency address may also be accessed by someone other than the sender or recipient, for business purposes.

This e-mail, including any attachments, is intended for the above addressee(s) only and may contain marked material up to RESTRICTED and should be handled accordingly.

If you are not the intended recipient (or authorised to receive it on behalf of the addressee), please notify the sender immediately by return e-mail and then delete the message without copying it or disclosing it to anyone.

Precautions have been taken to ensure that this is a virus-free message but recipients are responsible for carrying out their own checks. This Council accepts no responsibility for loss or damage to any hardware, software or data resulting from this e-mail.

All GCSx (Government Connects Secure Extranet) traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

Dover District Council is a data controller under GDPR. Our privacy notice at www.dover.gov.uk/privacy explains how we use and share personal information and protect your privacy and rights.

13/11/2023

Enquiry Trace Form - Preview

Enquiry: 756967	Logged by: CRMWEBFORM	on 09/11/2023 15:06
Service: Drainage and Flooding	Classification: Fault - Requires programming	
Subject: Blocked Drain/Gully		
Desc.: No 72, 70, 68 and 66 Durban Crescent, Buckland Estate now houses and gardens flooded through heavy rain and water running off fields at back twice in 4 days. Firebrigade pumping water out but drains blocked outside no 51 and 43 making flood water worse. This is urgent now		

Street: DURBAN CRESCENT (11300420), DOVER, KENT	Area: Dover
Street Address: DURBAN CRESCENT	Ward: Buckl&
Location: No 72, 70, 68 and 66 Durban Crescent, Buckland Estate now houses and gardens flooded through heavy rain and water running off fields at back twice in 4 days. Firebrigade pumping water out but drains blocked outside no 51 and 43 making flood water worse. This is urgent now	
Contact: [REDACTED]	
Telephone: [REDACTED]	
Email: [REDACTED]	

Customer: 840044	Time: 09/11/2023 15:06	Method: Web Form Map
Name: 0 [REDACTED]	Telephone: [REDACTED]	
Address: [REDACTED]	Email: [REDACTED]	

Customer: 840045	Time: 09/11/2023 15:07	Method: Web Form Map
Name: 0 [REDACTED]		
Address: [REDACTED]		

Current Status:			
No. Effective	Status	Officer	Follow up Date
2	09/11/2023 15:07:13 Enquiry Logged	Drainage	09/11/2023 15:07:13
Notes: Uploaded file 20231109_122633.jpg			

Status history:			
No. Effective	Status	Officer	Notes
1	09/11/2023 15:06 Enquiry Logged	Drainage	

Revised Status:

Name : Signed : Date : Time :

Report generated by : [REDACTED]

09:36:07

Enquiry: 756892 Logged by: CRMWEBFORM on 09/11/2023 12:32

Service: Emergency Response Classification: Fault - Emergency Response

Subject: Drainage Emergency

Desc.: properties are flooded at the moment have had a dover councillor on the phone as well as original caller was previously called 6/11 and was told the drain wasn't kcc but resident and councillor assure us that it is [redacted] number [redacted] someone needs to go out to day [redacted] and [redacted] will be there today fire service has been out several times to help with th e flooded properties [redacted] email [redacted]

Street: DURBAN CRESCENT (11300420), DOVER, KENT

Street Address: DURBAN CRESCENT Area: Dover

Location: 70 68 72 drains Ward: Buckl&

Contact: CC Agent [redacted] - Non KCC

Telephone: Agilisys

Email: [redacted]

Customer: 839956 Time: 09/11/2023 12:32 Method: Web Form Map

Name: [redacted] Telephone: [redacted]

Address: [redacted] Email: [redacted]

Current Status:

No. Effective	Status	Officer	Follow up Date
7 09/11/2023 14:30:15	ENQ - Enquiry Acknowledged	[redacted]	09/11/2023 14:30:15
Notes: jOB REF 11314213			

Status history:

No. Effective	Status	Officer	Notes
6 09/11/2023 13:56	ENQ - Enquiry Reassigned	[redacted]	I have spoken with our customer, District council and water board are both onsite. Hi [redacted] as discussed can you look at this in relation to the enquiry 756836 that you were dealing with earlier today. Thank You.
5 09/11/2023 13:15	ENQ - Enquiry Reassigned	[redacted]	Hi [redacted] as discussed can you look at this in relation to the enquiry 756836 that you were dealing with earlier today. Thank You.
4 09/11/2023 12:39	ENQ - Enquiry Acknowledged	Drainage	Subject changed from "Drainage and Flooding / Blocked Drain/Gully (DRA1/DR01)" to "Emergency Response / Drainage Emergency (ERSP/ER2)".
3 09/11/2023 12:32	Enquiry Logged	Drainage	
2 09/11/2023 12:38	Enquiry Logged	Drainage	called through to drainage attached to reference number 755887
1 09/11/2023 12:32	Enquiry Logged	Drainage	

Revised Status:

[REDACTED]

From: [REDACTED]@kent.gov.uk
Sent: 16 November 2023 11:52
To: DDC PropertyServices
Cc: [REDACTED]@kent.gov.uk; [REDACTED]@kent.gov.uk
Subject: Fw: Ref enquiry 756892
Attachments: 756892.Pdf

Importance: High

Good Morning,

I hope that I have come to the right department, I am trying to follow up on flooding to Durban Crescent last week following heavy rainfall and run-off from the open space to the rear of the properties. I understand that someone from DDC met with the waterboard to inspect the land and ditch network, however we are still getting calls from the public regarding this and wondered what the outcome of this meeting is. the land is currently 'pending' on the land registry website but [REDACTED] conversation with someone called [REDACTED] last week seemed to confirm this was land owned by DDC.

Please could we have a quick chat about the land and the cause of the flooding. Ordinary watercourses within land parcels should be kept free of obstruction to flow where possible and in channel works (other than silt clearance) may require consent under the Land Drainage Act 1991. As the LLFA KCC would request an update to the situation so that we can advise callers of the situation rather than blindly passing them to the switch board where they will have to log a general enquiry.

Please can you advise how many properties were affected and how many, if any were flooded internally (excluding outbuildings/shed and garages) and to what depth. I understand from one of the residents that the fire service also may have attended at some point?

If this is the wrong department I would be grateful if the correct person could be forwarded the email with a view to respond as I think your poor staff on the switchboard have had enough of me trying random departments and calling back!!

My contact number is [REDACTED] if you wish to call me rather than email.

Kind Regards
[REDACTED]

[REDACTED] | **Land Drainage Engineer | Kent County Council**
Environment, Planning and Enforcement, Invicta House, County Hall, Maidstone, Kent, ME14 1XX
t: [REDACTED] | e: [REDACTED]@kent.gov.uk | www.kent.gov.uk

 Please consider the environment before printing this email

From: [REDACTED]@kent.gov.uk>
Sent: Thursday, November 9, 2023 1:28 PM
To: [REDACTED]@kent.gov.uk>

Cc: [REDACTED]@kent.gov.uk>

Subject: Ref enquiry 756892


Hello [REDACTED]

I have received over 4 enquiries for Durban Crescent Dover. The flood water appears to be coming from behind the houses, from land owned by Dover District Council.

We have advised our customers to contact them direct, however I was wondering is this the correct information and can your team help in any way?

Any assistance would be very much appreciated.

Kind Regards

[REDACTED] | Drainage Asset Technician | Highways Asset Management | Kent County Council |
Ashford Highway Depot, Javelin Way, Ashford, Kent, TN24 8AD | Tel: [REDACTED] www.kent.gov.uk |
 [@kenthighways](https://twitter.com/kenthighways)

KCC Highways, Transportation and Waste welcome feedback from our customers and we have designed our fault reporting tool so that you can quickly and easily let us know about any problems on the roads and footways or about any of our equipment such as streetlights that may not be working. You can do this by visiting:

www.kent.gov.uk/highwayfaults

From here you can see all known issues, view any planned works, report multiple issues, upload photos as well as track any existing enquiries. It's really important that you provide us with all of the information requested so that we can provide the right response quickly and efficiently. We no longer offer a generic email service as the improved online fault reporting tool has been designed to ensure we capture all of the information that we need to quickly respond to any faults. You can still call us with any complex or urgent matters on 03000 418181 and speak to one of our trained highway specialists.

Enquiry: 756892 **Logged by:** CRMWEBFORM **on** 09/11/2023 12:32
Service: Emergency Response **Classification:** Fault - Emergency Response
Subject: Drainage Emergency
Desc.: properties are flooded at the moment have had a dover councillor on the phone as well as original caller was previously called 6/11 and was told the drain wasn't kcc but resident and councillor assure us that it is [redacted] number [redacted] someone needs to go out to day [redacted] and [redacted] will be there today fire service has been out several times to help with th e flooded properties [redacted] email [redacted]

Street: DURBAN CRESCENT (11300420), DOVER, KENT
Street Address: DURBAN CRESCENT **Area:** Dover
Location: 70 68 72 drains **Ward:** Buckl&
Contact: CC Agent [redacted] - Non KCC
Telephone: Agilisys
Email: [redacted]

Customer: 839956 **Time:** 09/11/2023 12:32 **Method:** Web Form Map
Name: [redacted] **Telephone:** [redacted]
Address: [redacted] **Email:** [redacted]

Current Status:

No. Effective	Status	Officer	Follow up Date
7 09/11/2023 14:30:15	ENQ - Enquiry Acknowledged	[redacted]	09/11/2023 14:30:15
Notes: jOB REF 11314213			

Status history:

No. Effective	Status	Officer	Notes
6 09/11/2023 13:56	ENQ - Enquiry Reassigned	[redacted]	I have spoken with our customer, District council and water board are both onsite. Hi [redacted] as discussed can you look at this in relation to the enquiry 756836 that you were dealing with earlier today. Thank You.
5 09/11/2023 13:15	ENQ - Enquiry Reassigned	[redacted]	Hi [redacted] as discussed can you look at this in relation to the enquiry 756836 that you were dealing with earlier today. Thank You.
4 09/11/2023 12:39	ENQ - Enquiry Acknowledged	Drainage	Subject changed from "Drainage and Flooding / Blocked Drain/Gully (DRA1/DR01)" to "Emergency Response / Drainage Emergency (ERSP/ER2)".
3 09/11/2023 12:32	Enquiry Logged	Drainage	
2 09/11/2023 12:38	Enquiry Logged	Drainage	called through to drainage attached to reference number 755887
1 09/11/2023 12:32	Enquiry Logged	Drainage	

Revised Status:

[redacted] **Signed :** **Date :** **Time :**

Report generated by : [redacted]