



United Utilities Water Limited

Haweswater House
Lingley Mere Business Park
Lingley Green Avenue
Great Sankey
Warrington WA5 3LP

Telephone: 01925 237000

unitedutilities.com

Our ref: EIR/ID366

Date: 02/05/2025

Email: EIRRequests@uuplc.co.uk

Dear [REDACTED],

EIR Reference: EIR/ID/366

Thank you for your request environmental information. We appreciate your interest, and we want to let you know that your request has been carefully considered in accordance with the Environmental Information Regulations (EIR).

I would like to ask for information or what you can provide me in regards to any work to this property that has been carried out in the past. Mainly in regards to flooding and water under the property please. I'm wanting to know if at any point water has ever been pumped out from under the flooring .I would be very grateful for anything you could provide me. 8 Gloucester Road Heald Green Sk8 3nb.

With regards to the above, we can confirm that we have checked within our operational systems and found there to have been 3 instances where our field teams have attended the property. The first instance (21/03/2024) which was related to a root blockage on the surface water line at the front that has been cut and cleared. The second (17/03/2025) relates to the foul line at the rear where a patch was installed to stop rats. Finally, the third (09/04/2025) relates to a dye test which was conducted on the driveway. None of these incidents mention flooding under the property, and there are no incidents listed within our old management system either.

We hope that this response answers your request. However, if you're not satisfied with how we've handled it, you can request an internal review. To do this, please write to us at Environmental Information Office, Haweswater House, Lingley Mere, Warrington, WA5 3LP or email us at EIRRequests@uuplc.co.uk, addressing your request to [REDACTED], and explaining why you're unhappy with our response. We'll be very happy to review your request and ensure we've done everything we can to assist you.

Any request for an internal review should be made within 40 working days of receipt of this response, and we will reply within 40 working days from receipt of the request for internal review.

Kind regards