



Important information



Your reference  
**BB 00718190**



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**0800 316 9800**  
Our lines are always open

## We're starting work in your local area.

30 June 2025

Hello,

We will be installing 180 meters of vehicle barrier along **Hampton Grand Junction Reservoir in Upper Sunbury Road**. This crucial £2.1 million project will minimise the danger of vehicles or crash debris entering the reservoir from Upper Sunbury Road in the event of an accident. We are carrying out this work to:

- keep the Grand Junction Reservoir safe for the public
- prevent the water from being contaminated
- continue to provide you with a reliable and high-quality water supply now and for future generations

We understand there will be a lot of disruption, but these are very important works to ensure we can maintain your drinking water. We will do everything we can to keep disruption to a minimum.

We recently held a drop-in session at Hampton Library and following feedback, we have included more detailed information about how residents will be affected below.

Regular updates, answers to Frequently Asked Questions, and maps will be available soon on our website:

<https://www.thameswater.co.uk/hampton-barrier>

### When does work start?

Our work starts on **7 July 2025**, and we aim to complete works by **the end of October 2025**.

### Working Hours:

Our working hours will be Monday to Saturday 7:30am to 5pm. Sundays may be used if required to maintain the 15-week programme.

### How are you affected?

There will be **lane closure** in **Upper Sunbury Road** starting from opposite Hampton Care Home to opposite Berkley House.

### Travelling by road West to East (towards Hampton court)

There will be one way flow of traffic from West to East on Upper Sunbury Road, if you are travelling from West to East your route won't be affected.

### Travelling by road East to West (towards Sunbury)

- There will be diversion routes in place for traffic flowing from East to West. Please look out for signs on the street and pavements. Please note: Signage will be going up in the area to inform drivers ahead of the works starting in July.
- "Road Closed Ahead, Access Only" and "Diversion" signs will be placed at nearby junctions to warn and guide drivers.
- Pedestrian access will be maintained for residents and businesses.
- Access will be maintained for emergency vehicles.
- You may notice an increase in noise and vehicle movements, but we'll do everything we can to keep this to a minimum by installing sound barriers where necessary.
- Google maps and Sat Navs will be updated to reflect the traffic management set up.
- ULEZ and weight limit restrictions: We are currently liaising with both TFL and London Councils on this to ensure that no one receives any fines using the agreed diversion route. We will be aiming to come

back and provide with an update a definite response soon via our webpage: <https://www.thameswater.co.uk/hampton-barrier>

#### Travelling by bus

- 111 Bus route won't be affected.
- 216 Bus: Buses towards Kingston will not be diverted and should remain on normal line of route
- 216 Bus: Buses towards Staines **Diversion:** from Percy Road at Upper Sunbury Road then left onto Upper Sunbury Road, right onto Lower Sunbury Road, ahead onto Lower Hampton Road and, ahead Lower Hampton Road and then follow the normal line of route. A temporary stop will be sited in Lower Hampton Road near to Harfield Road, around lamp column 17 outside 22 Lower Hampton Road.

**Please visit our website, where you can find a copy of the traffic management map and a simplified version of it.**

#### What if you need some extra support?

If you need a helping hand, our priority services team can provide support. For more information, please visit [thameswater.co.uk/priority-services](https://www.thameswater.co.uk/priority-services) or call us on 0800 009 3652.

**Queries or concern:** You can get in touch with us on 0800 316 9800 – please select option one and quote the reference number at the top of this letter. If you're a business customer, you may wish to contact your retailer for any additional information relating to our work.

Thank you for your patience while we work to make things better – it's all part of our investment across our region to upgrade our assets and ensure our water supply is resilient for future generations.

**For further information about our works and further updates please visit our website:**

<https://www.thameswater.co.uk/hampton-barrier>



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