



Seven Sisters Road Reline Project Customer FAQ

Ver 1.0

Communication

Find out more at
thameswater.co.uk/sevensisters

We've created these FAQs to provide you with more information about our Seven Sisters Road water main reline project.

You can find more specific details about our work in our project information pack, which is available to download now at thameswater.co.uk/sevensisters.

Please feel free to check back if you have any more questions in the future, as we'll be regularly updating these FAQs throughout our project.

General

What is a 'trunk water main'?

Trunk water mains are our large diameter water mains. Each measure between 36-40 inches in our London network. They act as the key 'arteries' for our water system, enabling us to transport large volumes of water from our treatment works to different areas and reservoirs all around the city.

Where will you work?

We'll be relining two of our 36 inch in in the Seven Sisters Road in two phases.

Phase 1

Between 19 October 2020 and January 2021, we'll reline the water main between 188 Seven Sisters Road and the northern end of Finsbury Park Road. We'll have sites outside:

- 172 – 188 Seven Sisters Road
- 251 – 259 Seven Sisters Road
- 1 – 11 Finsbury Park Road

Towards the end of phase 1, we'll need to carry out a small excavation on the pavement outside 3 3a Blackstock Road. We'll contact those affected.

We'll work at these sites on both roads during this period. You can find maps and traffic management plans of where we'll be working in our downloadable information pack.

We previously informed you that we might need a site outside 211 - 217 Seven Sisters Road. However, we're happy to inform you this site will no longer be necessary.

Between 9 November and 27 November 2020, we'll need to close the right lane on Seven Sisters Road to lay out our new plastic pipe between the junctions of Thane Villas and Yonge Park. This will temporarily

block vehicle access onto Medina Road, Berriman Road and possibly Thane Villas. We'll use traffic management to make sure everybody has access. Between 24 November and 8 December 2020, we'll need to suspend on street parking on the east side of the street between 1 Finsbury Park Road and the junction of Somerfield Road (if you live here, we'll be in touch with more details closer to the time). This is so we can lay out our new plastic pipe before we pull it into the old one.

Phase 2

Between January 2021 and July 2021, we'll reline a second water main between the junction of Seven Sisters Road and Blackstock Road up to Myddleton Avenue. We'll write to you with more details about this work closer to the start date for this phase.

What are your working times?

During phase 1, we'll work on:

- Seven Sisters Road – Monday to Saturday, 8am to 6pm
- Finsbury Park Road – Monday to Friday, 8am to 6pm, and Saturdays, 8am-3pm

We'll sometimes be on site before 8am, but when this happens, we'll keep noise to a minimum. At weekends, we won't carry out noisy work on residential roads after 1pm.

We'll write to you with working times for phase 2 closer to the time.

How much noise do you expect, and how will you monitor it?

The relining technique we're using will allow us to minimise the amount of open excavations we need to make. Apart from our initial work to dig underground, we expect our noise levels to be relatively low. However, we always monitor noise levels at all our sites to make sure it stays within government guidance.

We'll also make sure that we only work within our agreed working times, and we'll aim to inform the customers closest to our sites of any planned noisy work before it happens.

It can be frustrating for road users to see sites where work isn't taking place, so why not work seven days a week to reduce the time on site?

As each phase will take quite some time, we want to make sure customers closest to our sites have a break. That's why we've planned to work six days a week with shorter working times on Saturdays.

For shorter term or emergency work, we always aim to work 24/7 to complete the work as quickly as we can.

Is COVID-19 likely to cause delays to the project or working on site?

As we're key workers, we've continued to work throughout the COVID-19 pandemic, following government and construction industry guidelines closely to keep you and our teams safe. We're not expecting our work to be impacted or delayed by COVID-19 beyond maintaining safe working environments. We also expect the impact on our supply chain to be minimal, as we've ordered many of our materials in advance.

Although we've put safeguards in place to make sure the project isn't impacted by COVID-19, we'll continue to monitor the situation throughout the work and update you if anything changes.

How will you maintain social distancing while you're on site?

Our employees always follow government guidelines, and where possible, work to maintain social distancing on site. Of course, this isn't always possible, and there may be times when our staff have to work within 1m distance of each other.

To minimise the risk, we'll wear Personal Protective Equipment (PPE) as well as face coverings for close proximity work. We'll maintain a strict hygiene regime onsite, including signing in, temperature checks and regular sanitisation. We'll monitor this throughout the project and update the way we work if government guidelines change.

[Will you work over Christmas?](#)

Although our sites and traffic management will remain in place, we'll pause work on each of our sites for two weeks to minimise the impact on you over the Christmas break.

Traffic management

[Have you spoken with Islington, Haringey and Hackney Councils about this project?](#)

We've worked closely with the street works teams of all three councils as well as Transport for London (TfL) to make sure they know all the details of our work. They've helped us to reduce the number of sites we have in place so that we can minimise the overall impact on you.

As a result of working closely together, we've found a location for our main storage area and depot – a private car park well away from residents.

[How are you managing cycle routes, particularly the route on Finsbury Park Road? Will this impact the new cycle route planned from Finsbury Park Road to Somerfield Road?](#)

As part of our work, we'll have to close both lanes of Finsbury Park Road, including for cyclists. We're liaising with TfL, Hackney and Islington cycling teams to arrange alternative cycle routes, and we'll make sure these are clearly signposted and marked for cyclists to use. This includes temporarily rerouting cycle traffic from Somerfield Road throughout phase 1 of the project.

[Will there be two-way traffic on all parts of Seven Sisters Road during this project?](#)

Around our site outside 251 – 259 Seven Sisters Road, we'll close two out of the four lanes to traffic. Throughout this time, two-way traffic will be maintained, with a single lane for northbound traffic and a single lane for southbound traffic. We'll continue working with our contractors and TfL to reduce the impact on traffic throughout the work.

[How will Thames Water's work affect bus lanes?](#)

We'll suspend a single bus lane on the south side of Seven Sisters Road, including the closure of the NT London bus stop near the junction of Yonge Park. We'll also suspend the bus lane at our site near Station Place. You can find full details in the downloadable [information pack](#).

[If bus stop NT is closed on Seven Sisters Road, where can I get my bus?](#)

The next bus stop on the bus route is Bus Stop X outside number 217 Seven Sisters Road.

[Given the recently implemented Low Traffic Neighbourhood \(LTNs\) in both Hackney and Islington, has TfL done any modelling around the additional impact on Seven Sisters Road?](#)

Our work is essential and it cannot be carried without some impact to traffic. However, we've collaborated with TfL and Islington council to produce our traffic management plans, and we'll continue to monitor this with them throughout the work.

Will my bin collections be affected?

Bin collections will continue as normal while we work on Seven Sisters Road and Finsbury Park Road. During the two weeks where Medina Road, Berriman Road and Thane Villas are restricted in November, traffic marshals will assist with waste collections to make sure they're not affected.

If football matches commence, how are you preparing for potential increased traffic for Arsenal football matches at Emirates Stadium?

As major sporting events are currently restricted by COVID-19 government guidelines, it's unlikely there will be any live football matches in the area while we work. However, we're monitoring the situation with TfL, and we'll update this guidance if and when circumstances change.

Communication

Can I speak to someone in person?

If you'd like to discuss a concern in person, please chat to our customer service representatives. They'll be based in our customer event vehicle outside 8 – 10 Finsbury Park Road, N4 2JZ on:

- Thursday 24 September, 8:30am - 1pm
- Friday 25 September, 11am - 6pm

Our customer representatives will also be door knocking those customers immediately around our sites on:

- Tuesday 29 September
- Thursday 1 October

As our work is due to start on 19 October, our customer representatives will be on site outside 8 - 10 Finsbury Park Road with our customer event vehicle on:

- Tuesday 20 October, 11am - 6pm
- Wednesday 21 October, 11am - 6pm
- Thursday 22 October, 11am - 6pm

We'll arrange further drop-in sessions as our work continues, so please check in at thameswater.co.uk/sevensisters if you'd like to find out future dates.

How else can I contact you if I have a question or concern?

If you can't attend one of our drop-in sessions or you have an urgent question, you can call us on [0800 316 9800](tel:08003169800). Please quote reference number BB115405.

How will everyone be updated on progress?

We'll write to you when we start our work, and we'll update you again if we make any changes to our plans while the work is in progress. We'll also contact the customers who'll be affected by the short-term road closures in November 2020 and December 2020.

Our customer representatives will periodically visit our Seven Sisters site in case you have any questions about the project – find out more at thameswater.co.uk/sevensisters

When will you share further details about phase 2?

To keep water flowing at all times, we aim to complete our work on phase 1 around January 2021 before progressing to phase 2. We'll contact you around February 2021 to let you know the outcome of our survey work in the area and to share further details of phase 2 of the project. This will include a new information pack and customer session around March 2021.

