

Being a good neighbour

We realise that keeping noise, dust and traffic to a minimum while we build the upgraded sewage works is an important issue for residents and businesses close to Deephams Sewage Works. We also know that it is very important to keep local residents and businesses updated with the latest information and to quickly resolve any potential problems.

We want to be a good neighbour by keeping you informed and doing everything we can to reduce any disruption during the three years it will take to build the upgrade.

How we plan to keep you updated

There are a number of ways we will look to keep neighbouring residents and businesses up to date with the latest information about the upgrade:

- 24hr helpline so you can talk to us whenever you need to
- Quarterly meetings to ask questions and discuss any issues
- Newsletters covering the latest developments on site and what's coming up
- Letters, emails and text message alerts to let you know of any particularly noisy or disruptive work
- Regular updates and latest news articles on our Deephams website – thameswater.co.uk/deephams

The times and days of the week we will be working

Our normal working hours will be between 7am and 7pm, Monday to Saturday, and we will not start any noisy work until after 8am or carry it on after 6pm. If for any reason we have to work outside of these times, we will let local residents know in advance.

How we are going to limit construction noise

We will put up noise reducing fencing to stop any noise travelling too far and we will contact local residents before starting any particularly noisy work or work that could cause strong vibrations.

We will also use low-noise equipment, where practical, and consider moving any particularly noisy activities to parts of the site that are further away from our neighbours, wherever possible.



Noise reducing fencing

How we will manage noise from the upgraded sewage works

The newly upgraded sewage works will be as quiet as the current sewage works.

All new equipment will meet the strict noise limits set out by the London Borough of Enfield in the planning permission for the upgrade.

How dust and dirt will be managed

Our aim is to limit dust and dirt leaving the site.

We will prevent dust blowing outside the site by spraying dusty areas or equipment with water. All lorries travelling to and from the site will be covered and we will also wash the wheels of vehicles leaving the site to stop dirt and mud being left on local roads.



Wheel washing



Sewage tank built in large sections

What we will do to reduce the number of lorries

We want to keep the number of large vehicles travelling to and from the site to a minimum.

When we take down and remove the old sewage treatment equipment, we will reuse as much of the material as possible to help build the new works. For example, we will use the bottom of old treatment tanks as the base for the new ones, so that we do not have to dig further into the ground. This reduces the amount of demolition work, and the use of heavy equipment and concrete.

We will also use new construction methods to build parts of the new works in specialist off-site factories, before bringing them to the site and putting them together to create the new plant and structure for the upgrade. This will mean fewer deliveries to the sewage works and a smaller number of large vehicles travelling to and from the site.

Large vehicles travelling to site

We will make sure that any large vehicles travelling to and from the site, only use local residential roads when no alternative exists, for example when delivering from local industrial estates. Otherwise, all heavy vehicles will use more major roads such as the A1055 Meridian Way and the A406 (North Circular).

Tell us what you think of our plans to be a good neighbour



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