

**: Please keep this letter handy until the work is complete :**

Severn Trent Water  
PO Box 407  
Darlington  
DL1 9WD

2 July 2026

Dear Customer,

## Customer Update: Upcoming follow-up works on Chapel Lane and surrounding areas

We're writing to let you know about some additional works we'll be carrying out in your area to complete our recent scheme.

As part of our final quality checks, we've identified a few areas that require further attention before the project can be fully signed off. These include:

Repairs to a sunken tarmac patch near Burrows Drive  
Cleaning and finishing of reinstated areas near Burrows Drive  
Road sweeping on Chapel Lane and a nearby private lane  
Replacement of a washout lid with a fire hydrant cover at 16 Cowdell Grove  
General defect repairs along Chapel Lane  
These works will take place **6 - 8 July 2026**.

We'll do everything we can to minimise disruption while this is completed. You may notice some noise from equipment, and short-term access restrictions while we carry out these improvements.

We're sorry for any inconvenience this may cause and appreciate your patience as we make sure all work is completed to the required standard.

If you have any questions or need further information, please don't hesitate to get in touch.

### Who can I contact?

- If not, you can get in touch with me on 07484 508246 during normal office hours
- Or you can email me on [communitycomms@severntrent.co.uk](mailto:communitycomms@severntrent.co.uk)
- If you have a query out of office hours, please contact our 24hr Customer Contact Centre on **0800 783 44 44**.

Yours faithfully,

Lydia Coles, Community Communications Officer  
Severn Trent