



Important information inside



Your reference

BB279802



[thameswater.co.uk](https://www.thameswater.co.uk)



0800 316 9800

Our lines are always open

17 February 2020

Upgrading pipes for the future

Dear Resident,

We wrote to you on 17 December to update you on our work to upgrade the water pipes on Norwood Road. In this letter, we explained important changes to the traffic management and bus routes in your area.

As part of our plan to complete this essential work by June 2020, we'd like to inform you that from **9pm on 17 February 2020 until Friday 20 March 2020**, we have switched our traffic management onto the northbound carriageway on Norwood Road.

How will this work affect me?

We're still doing everything we can to make sure your water flows normally while we work.

- Leigham Vale will re-open to traffic on 19 March 2020 and our site offices will be located to Robson Road.
- Traffic has been switched onto the southbound carriageway and operates with Two-way temporary lights to control traffic along Norwood Road between Robson Road and Waylett Place. Chestnut Road will remain closed.

A Signalised crossing point within this section has been provided to maintain pedestrian safety.

- Robson Road will continue to have a westbound directional closure in place, only allowing southbound traffic from Norwood Road to turn into Robson road.
- Lansdowne Hill will still have a directional closure in place, preventing traffic entering Norwood Road from Lansdowne Hill. The alternative route is via York Hill.
- On 29 February, 1 March, 7 March and 8 March 2020, Lansdowne Hill junction with Norwood Road will be fully closed to enable us install our pipes across this location.

The following bus stops below will remain closed during this phase of work:

- Bus route 322 travelling northbound towards Norwood Road will be diverted via Rosendale Road, Thurlow Park Road and Lancaster Avenue.
- The bus stop next to Tesco Express on Robson Road has been closed and relocated to Rosendale Road between property numbers 83 to 85 and 143 to 145.
- The bus stop outside Efes Restaurant on Norwood Road is closed for this phase of works
- The bus stop outside Sainsbury Local, Norwood Road will remain closed for this phase of works.



- The bus stop outside London Decorators Merchants is closed and relocated outside St Luke's Church on Norwood High Street.
- There will be a temporary bus stop located on Lancaster Avenue at the junction of Norwood Road For the 322 service.

Don't worry – you can still use footpaths and pavements as normal. Shops and businesses will be open as usual, and there will be access for bin collections and deliveries too.

[Can I find out more?](#)

Once again you can get in touch with us on [0800 316 9800](tel:08003169800), selecting option one and quoting the reference BB279802. If you are a business customer, you may wish to contact your Retailer for any additional information relating to our work.

Yours sincerely,

Aghogho Asagba
Customer & Stakeholder Experience Coordinator