

# A guide to Water Main Replacement

What you need to know...





## Water main replacement

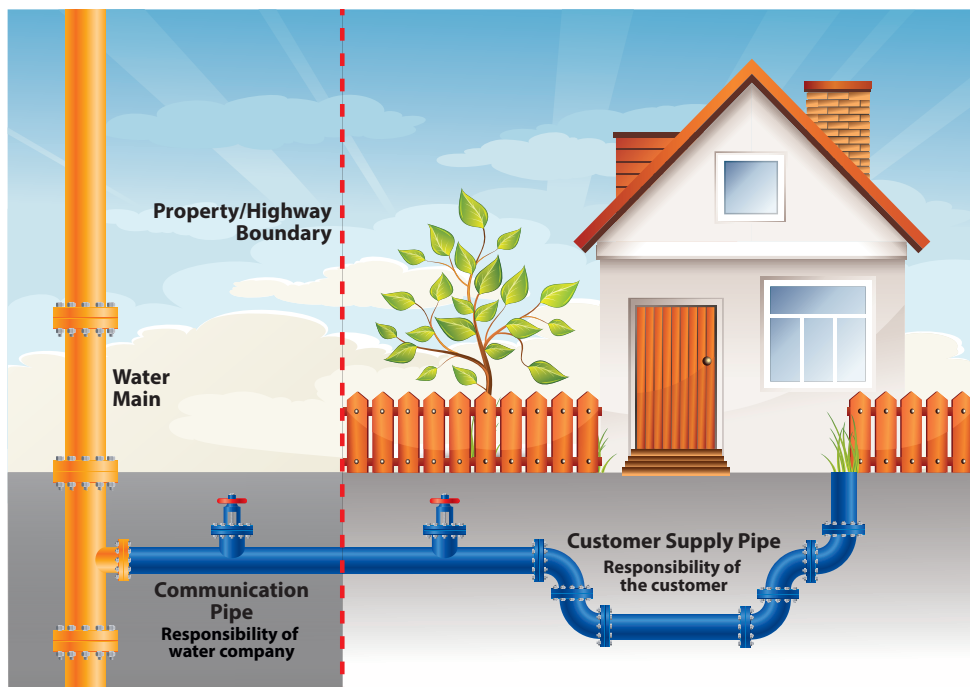
Ashford Borough Council currently has an agreement with South East Water Limited to replace very old, poor and shared mains water supplies to our housing stock.

## What's included in a water main replacement

The scope of works is to replace old, external (underground) water main pipes. Most of these currently serve several properties.

We will separate the shared supply pipes to give each property a new individual water main supply.

We will connect on to your existing internal stopcock or, in some cases, supply a new stopcock in a different position if your old one is not very accessible (including renewing internal pipe work if required).



## What happens and when?

### Before the works start

The contractor will call you to introduce themselves and will agree a start date with you, giving you normally at least seven days' notice.

### During the works

The contractor will liaise with you directly to arrange access times to carry out the stages of work. It is anticipated that the entire job will take no longer than two days to complete.

The new underground pipe work will be installed using a combination of ground excavation and core/mole drilling across gardens, pathways and patio areas to connect onto your supply and the mains water supply.

You need to be aware that the work can be disruptive to gardens and pathways but the contractor will make good anything that is disturbed once they have completed the work.

Your co-operation is essential to undertake this work, especially allowing access to connect to the internal pipe work.



Ground works



Connection to a main water supply



Meter chamber

## **After the works have finished**

The contractor will provide us with a completion certificate for each property. You will be asked to sign to say you are satisfied with the work that has been carried out and are happy that your home has been left in a satisfactory condition.

This certificate may identify that the main electrical earth bond needs to be upgraded. We will ask our electrical contractor to do this work (they will then contact you to arrange a suitable time).

The council's surveyor will carry out a final check of the work and pass on any defects to be rectified by the contractor.

A satisfaction survey will be sent to you by the council asking for your feedback. The results of these surveys are helpful to us as it helps us monitor the service.

A warranty period of 60 months is applicable to the works that are carried out on your supply.

## **Frequently asked questions**

### **Do I need to have a water meter installed?**

No, we fit a chamber that is ready to take a water meter but the decision is yours. If you want a meter you will need to contact South East Water to make an arrangement directly with them.

South East Water's contact details can be found by going to:

**[www.southeastwater.co.uk](http://www.southeastwater.co.uk)**.

### **Will my rent go up?**

No, there is no additional charge to your rent for this work being carried out.

### **Will the contractors need to come inside?**

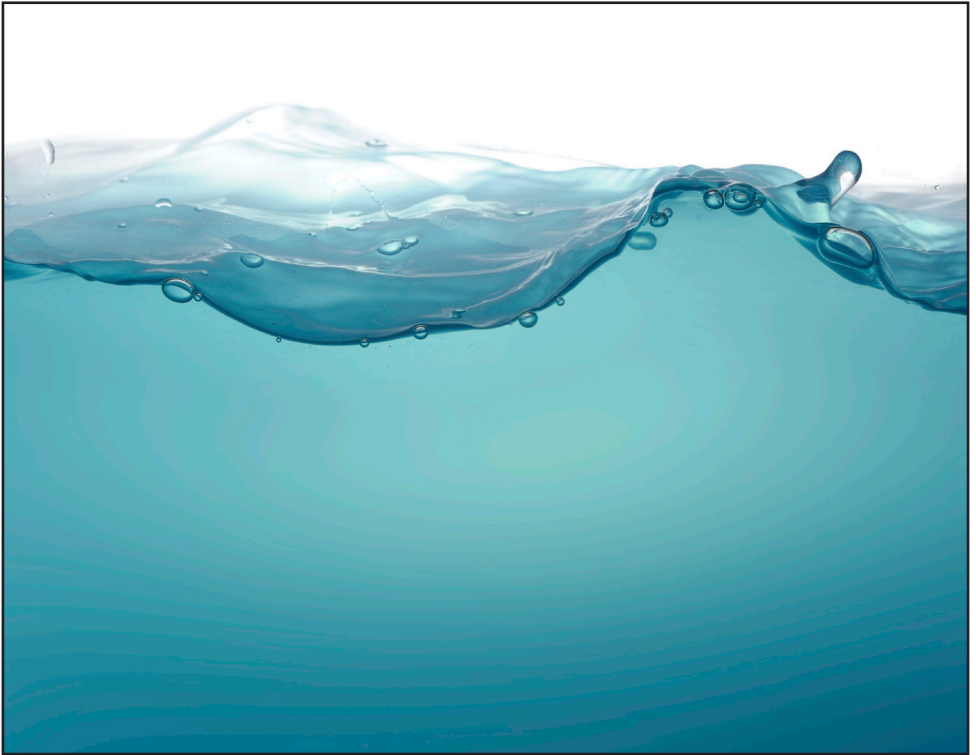
Yes, they need to connect to the internal pipe work and stopcock. If the property has an external toilet (i.e. in an outhouse) this may also be included.

### **How long with the works take?**

Normally the work will take no longer than two days.

### **Will I still be able to use my toilet, basin and bath?**

The contractor will organise the work to ensure that you can use your facilities at the end of each day. While work is in progress there will be times during the day when your facilities are temporarily disrupted.



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