



## Important information



Your reference  
**BB01441522**



[thameswater.co.uk](http://thameswater.co.uk)  
[customer.feedback@thameswater.co.uk](mailto:customer.feedback@thameswater.co.uk)



**0800 316 9800**  
Our lines are always open

Date 15 January 2026

## We're starting work near you soon

Hello,

As part of our long-term strategy to reduce leakage and improve the reliability of London's water supply, we are investing millions into upgrading over 440 kms this AMP (5-year period) of ageing pipes across London. It is important for us to replace our old pipes from time to deliver cleaner, safer drinking water more efficiently across London. With smarter technology, stronger systems, and a focus on the future, we're building a water network that's ready to meet tomorrow's needs—while protecting the environment today.

### What's changing – and what it means for you?

One of the schemes included in this huge programme is **Crouch Hill** which involves an investment of around **£13 million** to replace over **8 kilometres** of pipes serving approximately **3000 properties** in your borough. We'll soon be commencing our first phase of work on **The Broadway and Crouch Hill**.

Here's what this upgrade will deliver:

- **Stronger, modern pipes** – New plastic pipes are more durable than the older cast iron ones, reducing the chance of bursts.
- **More reliable water supply** – Fewer leaks and disruptions mean a more consistent service for you.
- **Environmental benefits** – Less leakage means we take less water from natural sources.
- **A long-term solution** – These improvements help future-proof your water network for generations to come.

We'll be carrying out the work in phases and while we aim to keep disruption to a minimum, we're sorry for any inconvenience this may cause and appreciate your patience while we complete these essential upgrades.

### When does work start?

Our work on **The Broadway and Crouch Hill** starts on **09 February 2026** for approximately **9 months**. We will be working in phases along the road to complete the scheme.

During these works, our site compound will be located in **Haringey Park parallel to Ravensdale Mansions**.

### Working Hours:

**Our working hours will be Monday to Friday 07:30 – 17:30 and 8am – 2pm on Saturday.**

### How are you affected?

- Traffic management, including temporary traffic signals and parking bay suspension will be in place on The Broadway, so please look out for our on-street and path signage.
- Pedestrian access will be maintained for residents and businesses.
- Access will be maintained for emergency vehicles.
- You may notice an increase in noise and vehicle movements, but we'll do everything we can to keep this to a minimum by placing sound barriers around where necessary.

- We may also need to turn off your water supply for a short time. If so, we'll send you a letter with more details at the time.

**Please note that the following bus stop will be suspended during this period:**

- The Broadway (Stop CC)
- Buses on Crouch Hill will also be diverted along Crouch End Hill

**\*Please refer to the TFL website for further information on alternative bus stops and diversions.**

If you have a special request, please ask the site manager or give us a call on 0800 316 9800.

**Emergency Services Water Supply**

As we replace our pipes it is essential that we reconnect all building services that are in use. This includes any mains the emergency services might connect to that are serving the property for example any sprinkler or misting systems. Due to the age of some of these systems our records are not always completely accurate. Because of this we would appreciate it if you could contact us on 0800 316 9800 (quoting your BB reference mentioned on the top right of the letter) if you have an emergency services main connection into the property and confirm the type of equipment it supplies. Your safety is extremely important to us, and this will ensure the correct supply is reconnected to the new water pipes and does not disrupt the safety within your building.

**What if you need some extra support?**



If you or someone you know needs a little extra support, our free Priority Services Register can help us to understand your situation so we can provide the support you need. Carers, friends, or family can register on behalf of someone they think could benefit from extra support. For more information or to register visit [thameswater.co.uk/priority services](http://thameswater.co.uk/priority services) or call us on 0800 009 3652."

**Queries or concerns?**

You can get in touch with us on [0800 316 9800](tel:08003169800) – please quote the reference number at the top of this letter. If you're a business customer, you may wish to contact your retailer for any additional information relating to our work. You can also scan the QR code below to visit our website and learn more.



Thank you for your patience while we work to make things better – it's all part of a multi-million-pound investment across our region to upgrade our pipes and ensure our water supply is resilient for future generations.

**Renee Charles – Thames Water**

**Customer Experience Coordinator**