

<b>Enquiry:</b> 6144698	<b>Logged by:</b> External to Confirm	<b>on</b> 07/11/2019 09:54
<b>Service:</b> Carriageway/Footway	<b>Classification:</b> Report or Observation	
<b>Subject:</b> Blocked Drain	<b>Enquiry Ref:</b> FS-CASE-155557657	
<b>Desc.:</b> Blocked drains - The customer states that the drains are blocked, not have the capacity to hold the water and it's flooding(in front of the customer's property).. Submitted by Advisor: <b>personal data</b> Customer title is		

<b>Street:</b> Western Avenue (33002683), Bingham, Nottinghamshire	<b>Area:</b> Rushcliffe
<b>Street Address:</b> Western Avenue	<b>Ward:</b> Bingham West
<b>Location:</b> <b>pe</b> Western Avenue, BINGHAM, Bingham, Nottinghamshire, NG13 8FW	

<b>Customer:</b> 8144870	<b>Time:</b> 07/11/2019 09:54	<b>Method:</b> Telephone
<b>Name:</b> <b>personal data</b>	<b>Their Cust Ref:</b> <b>personal</b>	
<b>Address:</b> <b>personal data</b>	<b>Telephone:</b> <b>personal</b>	

Current Status:			
No. Effective	Status	Officer	Follow up Date
18 30/06/2020 10:30:04	Section 81-Utilities notified	<b>personal</b>	
<p><b>Notes:</b> From: <b>personal</b> Sent: 30 June 2020 10:30 To: <b>personal data</b> <b>personal data</b> <b>personal data</b></p> <p>Subject: FW: Blocked Drainage Ditch - Rear of Nos 6 and 8 Western Avenue (Bingham) Adjacent the Railway Lines (HAMS 6144698) Importance: High</p> <p>Hi All,</p> <p>Further to <b>person</b> email below – is this something we can assist with?</p> <p>Kind regards,</p> <p><b>pers</b> <b>pers</b> District Manager (Rushcliffe) Via East Midlands Ltd <b>personal data</b> <b>personal data</b>   <a href="http://www.viaem.co.uk">www.viaem.co.uk</a></p> <p>Head Office: Bilsthorpe Highways Depot, Bilsthorpe Business Park, Eakring Road, Bilsthorpe, Newark NG22 8ST</p>			

Status history:			
No.	Effective	Status	Officer
17	30/06/2020 10:29	Section 81-Utilities notified	personal

  

Notes
<p>From: personal data                      Sent: 24 June 2020 13:02                      To: personal data</p> <p>Subject: RE: Blocked Drainage Ditch - Rear of Nos 6 and 8 Western Avenue (Bingham) Adjacent the Railway Lines (HAMS 6144698)</p> <p>Hi pers</p> <p>Thank you for your enquiry.</p> <p>Our plan is to clear the ditch urgently and ensure that all incoming drains can discharge freely without causing risk of flooding to the residents of Western Avenue..</p> <p>A topographical survey was undertaken last Friday; on receipt of the results of the survey I will commission urgent work to re-profile the ditch.</p> <p>To help me ensure that all incoming drains are able to flow freely into the ditch, do you have a drawing, please, showing the network of surface water drains in the area which connect to the railway ditch'</p> <p>The condition of the downstream watercourse, into which the railway-owned ditch discharges, is poor. Any information on the downstream system north of the railway would be greatly appreciated, too.</p> <p>Please do contact me if you need more information.</p> <p>Kind regards</p> <p>personal                      Senior Asset Engineer (Drainage)                      personal</p>

Status history:			
No. Effective	Status	Officer	Notes
16 24/06/2020 12:39	Section 81-Utilities notified	Laura Trusler	<p>From: <b>personal</b> Sent: 24 June 2020 12:40 To: <b>personal data</b></p> <p>Subject: Blocked Drainage Ditch - Rear of Nos 6 and 8 Western Avenue (Bingham) Adjacent the Railway Lines (HAMS 6144698)</p> <p>Hi <b>person</b></p> <p>I recently submitted an online enquiry to Network Rail regarding the above (please see attached documents for details of the enquiry).</p> <p>I have been provided your contact details by your Contact and Communities Team, who advise me that you currently have ongoing drainage works at this location. Could you please arrange for the ditch to the rear of the properties and the outfall to be made clear so that we can jet through the rainwater drainage system?</p> <p>Many thanks.</p> <p>Kind regards,</p> <p><b>pers</b> <b>pers</b> District Manager (Rushcliffe) Via East Midlands Ltd <b>personal data</b>   <a href="http://www.viaem.co.uk">www.viaem.co.uk</a></p> <p>Head Office: Bilsthorpe Highways Depot, Bilsthorpe Business Park, Eakring Road, Bilsthorpe, Newark NG22 8ST</p>

Status history:				
No.	Effective	Status	Officer	Notes
15	24/06/2020 12:33	Enquiry Received	personal	<p>Dear personal</p> <p>Thank you for contacting us about the drainage ditch alongside Western Avenue in Bingham.</p> <p>We currently have drainage works ongoing at that location and it would be beneficial if you could speak to the team directly regarding this issue.</p> <p>Our Senior Asset Engineer (Drainage), perso who is in charge of the works, has been liaising directly with interested and affected parties.</p> <p>personal data</p> <p>I hope this information is helpful to you, but please do not hesitate to get back in touch with the helpline should you need further assistance.</p> <p>Kind regards personal Contact and Communities Network Rail</p>
14	12/06/2020 10:25	Enquiry Received	personal	<p>FOLLOW UP ON 26TH JUNE. LT</p>
13	12/06/2020 10:25	Enquiry Received	personal	<p>I have reported this matter online to Network Rail. See Links. Follow up in 14 days. LT</p>
12	10/06/2020 14:11	Enquiry Received	personal	<p>Hi pers System running to the outfall, however the problem is the dyke it needs digging out at the rear of numbers 10 and 8 Western Ave...(PLEASE SEE ATTACHED PHOTOS) Thanks Neil..</p>
11	10/06/2020 11:47	Enquiry Received	personal	
10	10/12/2019 12:49	Enquiry Received	personal	
9	28/11/2019 14:35	Holding Response Sent	personal	<p>Hi persona has asked me to pass you this one for cleansing / investigation as per his notes below. Thanks, pers</p>
8	26/11/2019 14:16	Holding Response Sent	personal	<p>Hi pers ACL aren't due on this road until year 2 of the programme. With it being a single gully that is running slowly it needs to go to personal. Matt.</p>
7	14/11/2019 13:49	Holding Response Sent	personal	<p>Hi per are ACL here any time soon. Thanks, pers</p>
6	14/11/2019 13:48	Holding Response Sent	Laura Trusler	<p>The Inspector has liaised with the customer and I am allocating 'Holding Reply' status pe</p>

Status history:				
No.	Effective	Status	Officer	Notes
5	13/11/2019 09:30	Inspection Complete	personal	Hi pers I spoke to the customer today and they said the gully is slow to drain away during heavy and persistent rainfall. Gully outside number 10. Pass on to the drainage team but it isnt urgent .
4	13/11/2019 07:54	Enquiry Received	personal (Inspector)	
3	11/11/2019 09:06	Inspection Complete	personal (Inspector)	Hi pers sorry to pass this back, the notes didn't save. Is the gully blocked? Thanks, pers
2	07/11/2019 13:30	Inspection Complete	South Highways Management	
1	07/11/2019 09:54	Enquiry Received	personal (Inspector)	

Revised Status: