

From: personal data
To: [REDACTED]
Subject: FW: Blocked Drainage Ditch - Rear of Nos 6 and 8 Western Avenue (Bingham) Adjacent the Railway Lines (HAMS 6144698)
Importance: High

Hi All,

Further to [REDACTED] email below – is this something we can assist with?

Kind regards,

[REDACTED]

[REDACTED]
District Manager (Rushcliffe)

Via East Midlands Ltd
personal data
www.viaem.co.uk

Head Office: Bilsthorpe Highways Depot, Bilsthorpe Business Park,
Eaking Road, Bilsthorpe, Newark NG22 8ST



This e-mail and attachments are intended for above named only and may be confidential. If they have come to you in error you must take no action based on them, nor must you copy or show them to anyone; please e-mail us immediately at info@viaem.co.uk. Please note that this e-mail may be subject to recording and/or monitoring in accordance with the relevant legislation and may need to be disclosed under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004. Security Warning: It is the responsibility of the recipient to ensure that this e-mail and any attachments are virus free. Via East Midlands will not accept liability for any damage caused by a virus. To find out more about how Via process your Personal Data, please see our [Privacy Notices](#).
Via East Midlands Ltd - Registered in England No. 09903246. Registered Office: Bilsthorpe Highways Depot, Bilsthorpe Business Park, Eaking Road, Bilsthorpe, Newark NG22 8ST
Consider the environment, do you really need to print this email?
Let us know if you need any assistance such as help with mobility, vision or hearing, or information in a different format.

From: personal data
Sent: 24 June 2020 13:02
To: personal data
>
Subject: RE: Blocked Drainage Ditch - Rear of Nos 6 and 8 Western Avenue (Bingham) Adjacent the Railway Lines (HAMS 6144698)

Hi [REDACTED]

Thank you for your enquiry.

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..

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.

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?

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.

Please do contact me if you need more information.

Kind regards

personal data
Senior Asset Engineer (Drainage)
[REDACTED]

From: personal data
Sent: 24 June 2020 12:40
To: personal data
Cc: personal data
Subject: Blocked Drainage Ditch - Rear of Nos 6 and 8 Western Avenue (Bingham) Adjacent the Railway Lines (HAMS 6144698)

Hi [REDACTED]

I recently submitted an online enquiry to Network Rail regarding the above (please see attached documents for details of the enquiry).

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?

Many thanks.

Kind regards,

[REDACTED]

[REDACTED]
District Manager (Rushcliffe)

Via East Midlands Ltd
personal data
[REDACTED]

Head Office: Bilsthorpe Highways Depot, Bilsthorpe Business Park,
Eaking Road, Bilsthorpe, Newark NG22 8ST



This e-mail and attachments are intended for above named only and may be confidential. If they have come to you in error you must take no action based on them, nor must you copy or show them to anyone; please e-mail us immediately at info@viaem.co.uk. Please note that this e-mail may be subject to recording and/or monitoring in accordance with the relevant legislation and may need to be disclosed under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004. Security Warning: It is the responsibility of the recipient to ensure that this e-mail and any attachments are virus free. Via East Midlands will not accept liability for any damage caused by a virus. To find out more about how Via process your Personal Data, please see our [Privacy Notices](#).
Via East Midlands Ltd - Registered in England No. 09903246. Registered Office: Bilsthorpe Highways Depot, Bilsthorpe Business Park, Eaking Road, Bilsthorpe, Newark NG22 8ST
Consider the environment, do you really need to print this email?
Let us know if you need any assistance such as help with mobility, vision or hearing, or information in a different format.

From: Network Rail personal data
Sent: 23 June 2020 10:35
To: [REDACTED]
Subject: Network Rail - Service Request Notification 200612-000085

This message is automated. Please do not respond to this E-mail as it will return to a mailbox that is not monitored.

Dear **person**,

Your enquiry 200612-000085 has now been closed. Please see below for the reasons for closure. If you require any further information or assistance please do not hesitate to contact our 24 hour helpline on 03457 11 41 41 or visit our website at www.networkrail.co.uk

In order to improve the level of service we offer our customers, we would be grateful if you could take 5 minutes to complete a quick survey providing your views on how we have managed your service request. If you would like to participate in this survey then please [click here](#).

Thank you for your time.

Kind Regards,
Network Rail

Subject

Adjacent to the railway lines to the rear of Nos 6 and 8 Western Avenue at Bingham (NG13 8FW) there is a drainage ditch that requires clearance.

Question Reference # 200612-000085

- Date Created: 12/06/2020 10.20 AM
- Date Last Updated: 23/06/2020 10.34 AM
- Status: Closed

Response By **person** (23/06/2020 10.34 AM)

Dear **person**,

Thank you for contacting us about the drainage ditch alongside Western Avenue in Bingham.

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.

Our Senior Asset Engineer (Drainage), **person**, who is in charge of the works, has been liaising directly with interested and affected parties.

personal data

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.

Kind regards

person
Contact and Communities
Network Rail

Auto-Response By (Administrator) (12/06/2020 11.40 AM)

Dear Miss **person**

Your service request has been assigned to our RAM Drainage & Off Track team to investigate further. They will report back shortly with their findings and your local contact and communities team will be in contact to confirm the next steps in due course.

Kind Regards,

Network Rail Team

Auto-Response By (Administrator) (12/06/2020 10.20 AM)

Thanks! Your incident report has been submitted.

Your incident report number is 200612-000085

If you would like to report another incident or issues then please click [here](#).

We will keep you updated by email regarding the progress of your issue.

You can update your issue at any time by [accessing your support area](#).

Customer By CSS Web **person** (12/06/2020 10.20 AM)

Adjacent to the railway lines to the rear of Nos 6 and 8 Western Avenue at Bingham (NG13 8FW) there is a drainage ditch that requires clearance. An outfall pipe (see photos) is being obscured preventing our Drainage Unit from jetting through the highway gullies on the adopted highway (Western Avenue). Could you please arrange for the ditch / pipe to be made clear. Please contact me should you require further details. I would also be grateful if you could advise us of when the works are complete. Many thanks.

The content of this email (and any attachment) is confidential. It may also be legally privileged or otherwise protected from disclosure. This email should not be used by anyone who is not an original intended recipient, nor may it be copied or disclosed to anyone who is not an original intended recipient.

If you have received this email by mistake please notify us by emailing the sender, and then delete the email and any copies from your system.

Liability cannot be accepted for statements made which are clearly the sender's own and not made on behalf of Network Rail. Network Rail Infrastructure Limited registered in England and Wales No. 2904587, registered office Network Rail, 2nd Floor, One Eversholt Street, London, NW1 2DN
