



Important information



Your reference  
BB70048197



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



0800 316 9800  
Our lines are always open.

16 February 2024

## Our work on Brookdale

Hello,

As part of our focus to reduce supply interruption and leakage, we will be carrying out works to replace a major pipe running along a section of the A406 North Circular between Enfield and Barnet. These works are essential to ensure our customers continue to receive a top-quality service.

### When we're working

As part of the replacement of this water main, we will be working on Brookdale and this work is due to start on **26 February 2024**.

The work will be carried out in two phases:

Phase 1: 26th February – May 2024:

- Installation of new water main in the eastern side of the carriageway.
- Works are to take place between the junction of Bowes Road and the entrance to Arnos Park.

Phase 2: July/August 2024 for approximately 4 weeks.

- Connection of the installed water main to a section of new water main which we are also installing in Arnos Park.
- Connection of the installed water main to a section of new water main which we are also installing on Bowes Road.

Our working hours will generally be **Monday to Friday 7:30am-5:30pm** and on some occasions when required, **Saturdays 8am-1pm**.

### How you're affected

- During Phase 1, the work will be split into two sections, and we will complete works on one section before moving along the road onto the next section.
- There will be a road closure for northbound traffic on Brookdale to facilitate the works.
- During our works, there will be no northbound traffic on Brookdale between Bowes Road and the Arnos Park entrance.
- The diversion route for northbound traffic will be clearly signposted.
- We are not working on the footpath, and pedestrian access will be always maintained for residents and businesses.
- There will be no vehicle access to the driveway of some properties on the eastern side of Brookdale as we work outside your property.

- To help with traffic movements in the area, both Ravenscraig Road and Betstyle Road will also be temporarily changed to being one directional:
  - There will be no turning from Waterfall Road into Ravenscraig Road
  - There will be no turning from Bowes Road into Betstyle Road.
  - The signed diversion for non-local traffic will be via Betstyle Circus and Waterfall Road.

We will communicate more detail to you regarding Phase 2 nearer the time of starting our works.

You may notice an increase in noise and vehicle movements during our works, but we'll do our best to keep disruption to an absolute minimum. Your water supply won't be affected, and pedestrian access will be maintained for residents, along with access for refuse collections and emergency services. If any changes need to be made ahead of, or during the work, you will be notified.

### What if you need some extra support?

If you need a helping hand, our priority services team can provide support. For more information, please visit [thameswater.co.uk/priority services](https://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 select option one and 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.

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**  
**Customer Experience Coordinator**

## Route of the new Water Main being installed (in blue)



## Example Traffic Management plan for works on Brookdale

