**Coleshill Parish Council meeting with Affinity Water**

**4.7.17 Village Hall, Barrack Hill, Coleshill 7pm.**

Present: Cllrs: Terence Prideaux (TPx), Carol Hallchurch, Jon Herbert- Coleshill Parish Council

 Cllr: Tim Butcher (BCC)

 Andy Penrose- Affinity Water

 Members of the public- 21 including Terry Reilly ((TR) & Dave McGhee (DM)

 Clerk of the Council - Lynda Jackson

TPx introduced Terry Reilly & Dave McGhee, residents of Barrack Hill, who have been proactive over the years in raising the incidents of water leaks on Barrack Hill.

TPx introduced Andy Penrose, Head of Leakage for Affinity Water.

TPx gave a summary of why the meeting had been arranged with Affinity Water and the failure to fix long running leaks on Barrack Hill over a number of years which had:

1. caused dangerous conditions in winter
2. damage to property
3. erosion of the verges around the Common
4. weakened the structure of the road
5. led to a wastage of water

 TPx also commented on the failure to barrier the road correctly when works were taking place. There had also been damage to an existing drain, caused by an Affinity contractor, which had not been repaired. TPx also noted throughout this long period of disruption the residents of Barrack Hill have had no communication from Affinity Water.

DM explained that there was actually a leak outside Amber Cottages 14 years ago and that 4 months later the mains burst. 2014 was the start of the most recent leaks, Affinity Water dug 2 holes in winter. TR had prepared photos demonstrating the poor workmanship, these were shown to Andy Parsons and the meeting.

 DM & TR had prepared a summary of concerns to assist Affinity Water in resolving the long standing water main issues on Barrack Hill:

1. Failure to fix the long running leak outside Hillside despite multiple efforts and at least 8 excavations over the last 12 months.
2. Failure to liaise with Bucks CC regarding the source of the water leak or the repair options.
3. Multiple water leaks over many years on Barrack Hill.
4. Failure to liaise with residents before, during or after works.
5. Failure to barrier the road adequately which has caused damage to the Common verge, vehicles having to divert over the verge and driveway at Holly Croft. The latest closure resulted in the wrong hole being dug on the wrong main.
6. Failure to fix, investigate or report the fractured storm drain outside Amber cottages.
7. Slow to back-fill repairs once works completed.

Andy Penrose gave an overview of his role at Affinity Water. He told the meeting that he was not happy with the quality of workmanship. Recently there has been analysis of water from 3 locations- pond water was rated 2 out of 10 for alkalinity, Barrack Hill road water was rated 5 out of 10 which is similar to Affinity Water, but concrete can change the characteristics, and tap water.

Andy expressed his disappointment on the drain damage and had already sent out a crew to repair it. Since agreeing to attend the meeting he explained that he has looked into the full history of the leak issues on Barrack Hill. He has sent night crews out to check leaks on the 3 mains. The 3inch & 10 inch main both held pressure but the right equipment was not available to test the 5inch main that would be done on Thursday 6th July. He advised the meeting that another leak was found on Monday 3rd 25 metres down the hill.

Andy expressed concern at the number of jobs that have been raised for Barrack Hill. He explained that more holes needed to be dug.

Andy advised that there had clearly been a failure in communication to residents. It was standard practice to leave leaflets. He agreed that there had been a failure at every level.

TR explained that he was in regular contact with Jane Button in the director`s office about the various issues. Andy Penrose explained that she probably didn`t have the authority to escalate.

Cllr Butcher addressed the meeting and advised that during canvassing for the county council election he spoke to a contractor who advised he just didn`t know what to do. Andy Penrose explained that he was shocked and that every contractor has a responsibility to its customers.

Andy Penrose went on to outline his short-term fix for the current problem which included:

1. By-passing the leaking water into the ditch using wider pipes
2. Getting the gullies and drains cleared to eliminate the possibility of blocked drains, he would arrange for the super sucker to be called out at Affinity`s expense.
3. The repair of the verge damage

Andy confirmed that Affinity were looking at bring the mains replacement forward and incorporating the other 2 Victorian drains. The replacement main would be a poly main. He went on to advise that despite Barrack Hill problems Affinity Water were leading the way in water detection globally.

Andy offered his mobile number and email address for residents with concerns to contact him direct. 07801 677631 andy.penrose@affinitywater.co.uk He would be out of the business between 15th July and 1st August.

Andy assured the meeting they would see action within the next few days and confirmed that there should be procedures followed by all contractors at every stage of a job which included taking photos. He stated that the photos shown this evening are deplorable and that “there will be words tomorrow" when I am back in the business. It is absolutely inadequate what has been done here.

Andy asked for those present with outstanding issues to write them down with their contact details and feed them back to the clerk who would forward on to him.

Cllr Butcher suggested to Andy that if drain work was required then Affinity & Bucks CC should be working together to get the work done at the same time to limit disruption to residents and the village.

TPx thanked Andy for agreeing to attend the meeting and his honesty in answering questions.

The meeting closed at 8.10 pm.