

HORLEY TOWN COUNCIL

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Paul Hampton - River Health Community Manager
Tessa Fayers - Director of Operations – Thames Valley and Home Counties
Thames Water
Clearwater Court
Vastern Road
Reading RG1 8DB

By email: paul.hampton@thameswater.co.uk tessa.fayers@thameswater.co.uk

22 January 2025

Dear Mr Hampton and Ms Fayers

Horley Sewage Treatment Works

Horley Town Council (HTC) is writing in relation to the Horley Sewage Treatment Works (HSTW) sewage overflow spillage on 27 November 2024 and subsequently on 5 January 2025 in Lee Street, Horley, caused by a Thames Water (TW) hydraulic pump issue and the impact on several residents' gardens and garages. Residents on Lee Street also advised one of our Councillors that this is the third such spillage in the last five years. The floodwater was tested by our Councillor for levels of phosphate and ammonia and confirmed to be contaminated with raw sewage.

HTC and Reigate and Banstead Borough Council raised the issue of sewage leakages at the beginning of last year following an incident on 2 January 2024, and a meeting was subsequently held on 8 March 2024. TW advised it is committed to putting measures in place to resolve these failures and an action plan was issued, however the problems remain, and we feel it is unacceptable that residents have to live with this due to TW's failure to address this situation. We understand that Cllr Keith Barlow has been in communication and we fully support his invitation to Paul Hampton to attend the Town Council Offices to present the proposed project plan to members.

Horley Town Council urges TW to prioritise a prompt response to this letter. In this regard, we look forward to hearing from you at your earliest convenience.

Yours sincerely



Joan Walsh
Town Clerk

CC:
Office for Environmental Protection
Environment Agency
OFWAT
River Mole River Watch
South East Rivers Trust
Westvale Park Residents Association
Cllr Biggs (RBBC) & HTC Councillors
Chris Coghlan MP