



United Utilities Water Limited
Haweswater House
Lingley Mere Business Park
Lingley Green Avenue
Great Sankey
Warrington WA5 3LP

Telephone: 01925 237000
unitedutilities.com

Our ref: EIR-669
Date: 11/02/2026
Email: EIRRequests@uuplc.co.uk

Dear [REDACTED]

Thank you for your request for environmental information. We appreciate your interest, and we want to let you know that your request has been carefully considered in accordance with the Environmental Information Regulations (EIR).

Note that where we say, 'please see enclosed', due to size of the documents that we are providing, these will be shared via a OneDrive link, which will be sent in a follow up email.

Your request:

I am requesting all information relating to the shared drainage on Harwood Close, Stalmine. I wish to know if there have been any drain upgrades, maintenance and repairs to shared drains, specific incident details to Harwood Close and all correspondence relating to my property.

Our response:

Having reviewed the data we hold, I can confirm there have been no drainage upgrades, maintenance or repairs to the shared drainage system on Harwood Close. I have enclosed copies of the CCTV surveys of the shared drainage system at your property, which were completed on 15 and 16 January 2026.

The information you have requested relating to drainage incidents and all correspondence relating to your property has been made available via our Data Protection and Fraud Team in your Subject Access Request. Their response was sent to you on 30 January 2026.

We hope that this response answers your request. However, if you're not satisfied with how we've handled it, you can request an internal review. To do this, please write to us at Environmental Information Office, Haweswater House, Lingley Mere, Warrington, WA5 3LP or email us at EIRRequests@uuplc.co.uk, addressing your request to [REDACTED] and explaining why you're unhappy with our response. We'll be very happy to review your request and ensure we've done everything we can to assist you.

Any request for an internal review should be made within 40 working days of receipt of this response, and we will reply within 40 working days from receipt of the request for internal review.

Many thanks
[REDACTED]

We'd love to hear your feedback on how we handled your request! If you have a moment, please complete our short survey [here](#) – your input helps us improve our service.