



Water for the North West

United Utilities Water Limited

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Telephone: 01925 237000

unitedutilities.com

Our ref: EIR/ID982

Date: 22/09/2026

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).

Your request:

Please could you provide me with:

1. The survey, assessment, or "survey pack" completed in relation to my property in connection with the installation of the flood gates, including any design drawings, risk assessment, or option appraisal. If any part of this is withheld, please identify the specific exception under the Environmental Information Regulations 2004 relied upon for that specific document, and the reasoning for applying it. Where full disclosure is refused, please instead provide a summary describing the nature and scope of the document (for example, its date, author, and general subject matter) with only the specific exempt content withheld or redacted.
2. Confirmation of whether that assessment considered the potential impact of the installation on neighbouring properties, and if so, what that assessment found. If this is withheld, please identify the specific exception relied upon and the reasoning for applying it to this point. Where full disclosure is refused on the basis that it would identify other individuals or properties, please instead confirm, in anonymised or general terms, whether neighbouring properties were considered at all, and if so, how many properties were identified as being within the area of potential impact (for example, "three properties were considered," without naming them).
3. Any sign-off, acceptance, or approval documentation relating to the installation at my property, or confirmation that no such documentation was required or obtained. If withheld, please identify the specific exception relied upon and the reasoning for applying it to this point. Where full disclosure is refused, please confirm in general terms whether such documentation exists and was completed, without providing the document itself if that is the basis for withholding.
4. Any correspondence, internal notes, or engineer's records from around the time of installation (early-to-mid 2023) discussing the design of the works or the surrounding drainage arrangements at this location. If withheld, please identify the specific exception relied upon and the reasoning for applying it to this point. Where full disclosure is refused, please provide a general description of the nature and subject matter of any such records, redacting only the specific content that the exception applies to.

5. I understand that United Utilities carried out a further modelling exercise in or around February 2025 in relation to overland flooding on The Ridgeway. Please confirm whether my property was included within the scope of that modelling, and if so, what the findings were in relation to my property specifically, including whether any change, review, or further works to my flood gates were identified as necessary as a result. If withheld, please identify the specific exception relied upon and the reasoning for applying it to this point. Where full disclosure is refused on the basis that it would identify other properties, please instead confirm, in anonymised or general terms, whether my property was reviewed as part of that exercise and what, if anything, was found in relation to it, without naming other addresses.
6. Please also confirm whether any inspection, review, or assessment has been carried out since the June 2023 installation to check whether the flood gates are performing as intended, or whether any issues, faults, or unintended effects (including on drainage or water flow in the surrounding area) have been identified or reported in connection with the gates since installation. If withheld, please identify the specific exception relied upon and provide a general description as set out above.

I understand from a previous response to a separate information request (reference [EIR-658](#)) that a survey pack is normally completed for each property where mitigation is installed, and that this process considers neighbouring properties. I would like to see the pack and related documents that were produced for my own property as part of this work.

Our response:

We have responded to each of your six questions in turn below.

1. Please find attached a copy of the completed survey pack titled Appendix A in relation to your property carried out in 2023. Please note that names of United Utilities employees and contractors have been removed due to data protection under Regulation 13 of Environmental Information Regulations 2004. The pack contains details from the survey which include a summary of the mechanism of flooding and proposed mitigation, before and after photos of the mitigation installation, details of any relevant certification, if applicable and completion date of the work.
2. During a survey we consider the cause and mechanism of the flooding by reviewing historical incident data and speaking with the customer(s) during the survey. We then consider the most suitable practicable measures for the property/properties impacted to minimise the impact of any future flooding. If during the survey, it is identified that other properties may also be impacted by the flooding or by the installation of practical measures, we would contact those relevant properties to arrange a survey. No properties were identified as being impacted and as such no other surveys were carried out.
3. An offer letter (L2a) was sent dated 2 June 2023 which outlined the proposed mitigation measures. We received your signed copy on 5 June 2023 (see Appendix B). The first page of the offer letter was intended for you to keep as a copy.
4. Notes regarding proposed mitigation are included in the survey pack (Appendix A) identified in the response to point one above. We have also included a copy of a letter sent to you on 6 October 2023 (see Appendix C). This letter set out; the maintenance required for flood gates, the likely cause of flooding, the risk of continued flooding, and a potential issue on your private drainage. Please note that we have redacted names of United Utilities personnel and contractors due to data protection under Regulation 13 of the Environmental Information Regulations 2014.
5. Following reports of flooding from neighbouring properties, modelling was undertaken to understand how rainfall is likely to flow over land and identify potential flow paths.

We can confirm that your property was identified in the modelling report as being within the predicted flow path and showed that neighbouring properties would have flooded regardless of whether flood gates had been installed at your property.

6. We carried out an inspection following the installation of the gates on 24 October 2023 and confirmed that there were no issues at that time. Prior to the installation, discussions took place between United Utilities, Cheshire East Highways, and yourself, during which it was agreed that, as the flooding had been identified as resulting from a highways drainage issue, we would arrange for the gates to be installed but would not be responsible for their ongoing maintenance.

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