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/ID794
Date: 24/04/2026
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:

Within the last 5 or 6 years there was an issue which caused flooding to the property. I would just like to read for myself what happened, the issues that followed and any residual or possible future implications. Since I moved here last year two neighbours are giving me horror stories. I'd just like to read the facts to put my mind at rest please.

Our response:

In response to your request, we can advise that there was an incident in 2021 where a sinkhole appeared on the land side of property (29 Kitchener Avenue). The sinkhole emerged along the fence line and driveway of the property.

After investigation, it was confirmed that the sinkhole occurred due to a collapse on the surface water (SW) sewer, running down the side of the property. A repair was completed on the sewer, followed by a full reinstatement of the affected area (including reinstatement of the driveway and fence was completed)

Following the repair, we have been investigating this surface water sewer further. The investigations are not yet complete, and we expect these to conclude in around three months' time. I have spoken with the operational team, and they have advised that you will be contacted regarding this.

In the meantime, if you experience any drainage issues or observe any problems with this sewer, please contact us on tel: 0345 672 3723.

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