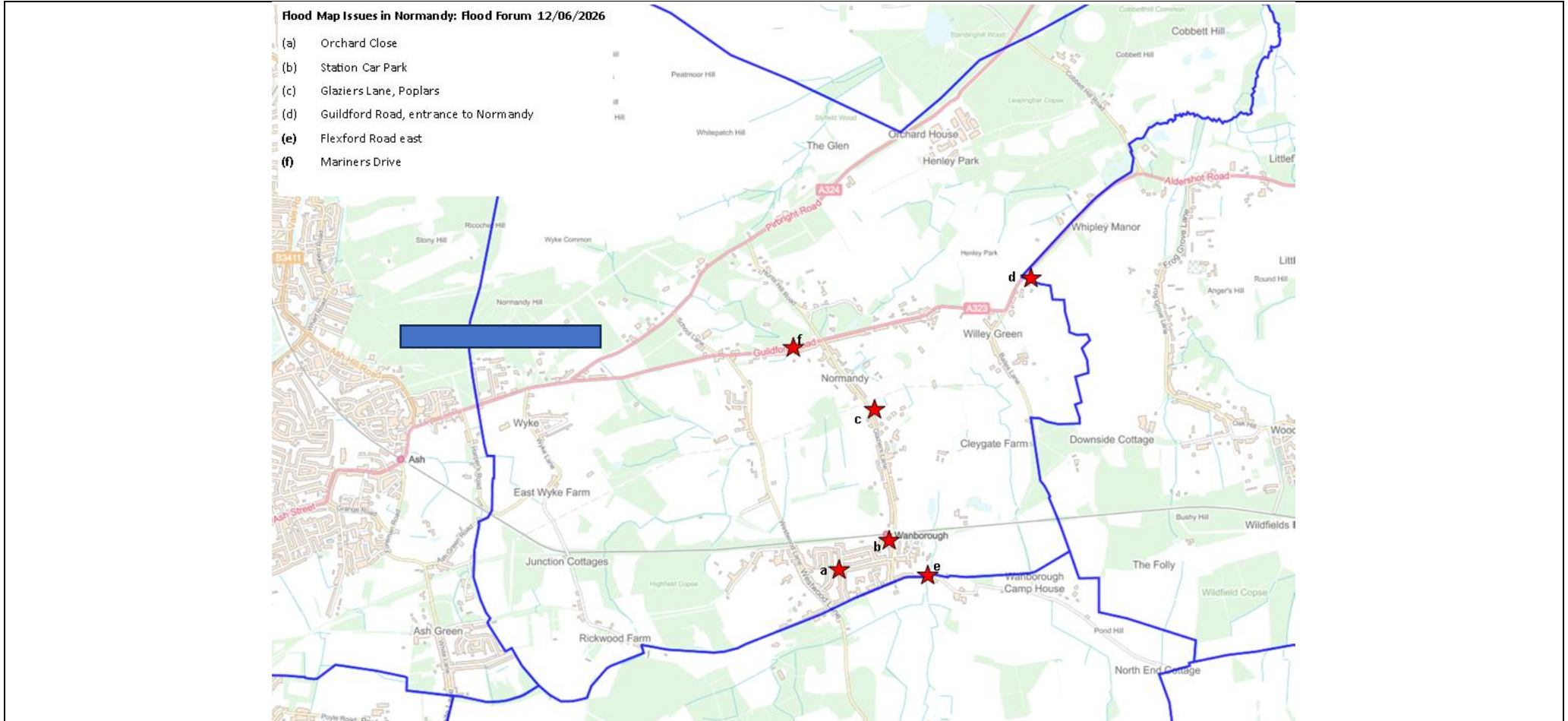




Annex 1 Normandy Flood Forum Action Plan

11th June 2026



Area of concern	By whom	Action required
(a) Orchard Close		
<p>21/04/23 Sewage Surcharge in Orchard Close. Resident advised she has been denied a non-return valve twice, but neighbours have one. Sewage comes up from bottom of driveway and she is not able to have access to her garden. This affects approx. 6. properties. It has been reported to Thames Water and they send engineers but that isn't what she needs. She requested a clean-up but had to struggle through Christmas with sewage from the drive. Jonathan Lord MP will write to Thames Water and major on the call centre issue as no manager called the resident as promised, it seems the info is not getting to the right people at TW. Gary will survey the drains next week and report back.</p> <p>01/12/23 – The resident said that there have been 3 surcharges since - engineer was sent but the road drains were checked, not theirs – was asked to send over their reference numbers – Sedgric will be doing investigations so he can build a better picture of the issue</p> <p>Guy to send Thames water the area manager's email for network rail</p> <p>Flooding.enquiries@surreycc.gov.uk</p> <p>13/04/24 – a further clean was requested which found there was no issues but was some hydrolic issues. As the cleans happen they will go into Orchard close and Christmas pie.</p> <p>Resident mentioned a surcharge had happened and reported and cleaned up herself. TW has said that they shouldn't be cleaning it up, but TW did not do a sufficient job. TW will raise this with management team.</p> <p>TW to send a Fact sheet to NPC to explain drainage etc</p> <p>10/01/25 There have been further flooding issues. Residents attended the meeting, but due to no representatives from Thames Water or Surrey County Council, there was no further update on this matter. NPC will follow up with Surrey and Thames Water. MP AI to speak to Thames Water about this matter when he meets with them. Residents that have attended have continued to report any flooding.</p> <p>27/06/25 Residents reported that they have received some compensation from Thames water and that they have taken on board the issues caused by the sewage and have said that they resident should not be dealing with the</p>	<p>Jonathan Lord</p> <p>Gary Izat</p> <p>Alice Keeping Sedgric Tyrson</p> <p>TW</p> <p>Alice Keeping TW</p> <p>Sedgric Tyrson</p> <p>Alice Keeping</p> <p>Andy</p> <p>NPC</p> <p>NPC & Residents</p>	<p>To follow up with the resident</p> <p>To raise this internally.</p> <p>To keep NPC updated</p> <p>Fact Sheet</p> <p>Get and update</p> <p>Email for updates</p> <p>Keep in touch</p>

<p>sewage it should be private teams that should be sorting out these issues. Residents were asked to send their correspondence to NPC, both will continue to monitor the case.</p> <p>09/01/26 – no further updates from the resident as they were not in attendance.. Another resident mentioned that this particular resident had been asking for a non return valve to be installed but Thames Water said that wouldn't help. The representative from Thames Water is going to look back on the history and look to see if there are any outstanding issues here</p>	<p>Jake Morley</p>	<p>Thames Water to investigate</p>
<p>(b) Station Car Park</p>		
<p>The entrance way to the station and car park regularly floods after heavy rain and can be unpassable by foot without walking in the puddle. Replacement pipes were fitted in April 2019, but this continues to be a problem area. A soakaway in heavy clay doesn't cope well with substantial rainfall. The drain is frequently blocked by fallen leaves and mud, it is likely this eventually finds its way into the soakaway as well. On the day of the photo (November 2022) Normandy Action Group advises they contacted SWR Customer Services as advised by @SWR_Help on Twitter, but did not receive an acknowledgement nor a response.</p> <div style="display: flex; justify-content: space-around;">   </div>		

<p>2/12/22 Network rail advised they are keen to find the resolution move forward with and to work with partners to get this resolved. Ian Plumber from network Rail advised Asset Management aware of the issues and the work completed to date. They are taking further advice as the soakaway potentially past its usable life, a lower point to move to is required. NR will work to find that solution and report back to the forum. Simon Tarrant from GBC enquired of there is there a culvert nearby that could be linked into from the crates? Option to investigate track flows but will depend on levels. NR will look into this.</p> <p><i>NB: SWR responsible for maintenance and NR responsible for infrastructure.</i></p> <p>David Wilby (SWR) advised as this is not a staffed station he will be our primary point of contact. There is much history to the site. Culvert was taken out and cleaned but no more info available to him at this time. Work was done to mitigate the impact of flooding previously at the station. No issues are being reported into them, so they were not aware it was still an issue. He noted the topography of site is poor as it is the low point as the entrance to the station.</p> <p>Residents commented that the soakaway is huge in the stony area in the car park, this made a big difference but moved the problem closer to the station entrance. They also noted that the water table is very high in Normandy, so when we have heavy rain there is no natural drainage</p> <p>21/04/23 No update from Network Rail nor South West Railway to date and no representation today. It hasn't been impassable recently but still floods, it was suggestion at the meeting that if the road hump wasn't there the area would drain better. NPC will monitor with photos and chase for responses from SWR and NR and to check if the drainage pipes are clear. SWR to have another look at the soakaway.</p> <p>01/12/23 – No response from SWR/Network Rail on this matter</p> <p>13/04/24 – Jonathan Lord wrote to SWR and Network Rail and the response he received from NR - sorry to hear about the flooding, the drainage and soakaway is the responsibility of SWR. NR are continuing to review the drainage and if required will make arrangements</p> <p>SW – are working to address the issue and told us that the drains they have been cleaned (no date given)</p> <p>Jonathan will ask further questions and invite the contacts to the next meeting.</p>	<p>Network Rail / SWR</p> <p>NPC/ Network Rail/SWR</p> <p>Jonathan Lord</p>	<p>Increased maintenance of soakaway</p> <p>Clerk at NPC to chase</p> <p>To email again resending the photos asking for a more thorough response.</p>
---	---	---

<p>Jonathan Lord escalated to Sarah Bentley CEO from Thames Water –and will explain the history.</p> <p>Resident stated foul sewage in the road is not acceptable – being splashed onto dogs, buggies, cars, pedestrians etc. This is a public health hazard.</p> <p>New houses at Elm Grove Centre– an email from Jonathan Lord will be sent to SCC & GBC to address the new houses being added to the current system.</p> <p>There is a big leaf fall higher up the road blocking drains, gully boxes need clearing more regularly. There is little camber on the road, Simon Tarrant to get the road swept by GBC</p> <p>Highways – a request is to be sent to Patrick Giles SCC to consider the option of additional gullies</p> <p>Jonathan is encouraging residents to report individually too, to back up the reports. Parish Council will share via social media.</p> <p>21/04/23 Manhole still surcharges whenever there is heavy rain, the problem is not fully resolved. Storage tanks were put in to hold the water. Sewer from Westwood Lane to Glaziers Lane silted up, this was desilted in 1997 but not be aware of this being done again since. Thames Water will ensure that it is desilted, and the forum requested that this is done annually. The surging is often a foot deep of sewage water which pedestrians have to walk through. All calls are to go through the call centre – residents reported being unhappy that they always try to report but no action is received from Thames Water. Thames Water agree there is an issue with reporting.</p> <p>Jonathan has written to the CEO of Thames Water. The planning report suggests the additional houses are looking to tap into the current system. SCC plan for surface water plus 70% on top for anything unforeseen. TW advised they don't have any say in the matter and they are obliged to allow the developers to attach to the existing drainage. The planning document didn't say where the sewer was to be taken out from but improved surface water drainage would potentially lead to less pressure on the sewer system. Nicky, we will seek to address this.</p> <p>Jason Lewis – Highway; emailed to advise gullies cleaned 6 monthly. He suggested, more gullies may not be the solution as it's the capacity and discharge at time which is the restricting factor. Highways to look at that issue.</p> <p>Environment Agency will speak to Environment Management Team and will bring the reports to the next meeting.</p> <p>18/06/23 – email from resident to Jonathan Lord</p>	<p>Gary Izat Nicky Hines</p> <p>Jason Lewis</p> <p>Janice Longman</p>	
--	---	--

<p><i>“The TW Engineers arrived at the location at around 10.30pm in the evening.</i></p> <p><i>I spoke to the the Engineer in charge and after some discussion and perusal of their maps we concluded that his instructions were to camera survey the new sewer pipe that only serves the 8 houses connected to it and as far as I am aware, there aren't any problems with this system.</i></p> <p><i>I informed him that it was the TW manhole outside No 45 which is connected to the old existing 150mm sewer pipe that surcharged with contaminated sewer water across the road when there was continuous rain.</i></p> <p><i>We agreed that his job instructions were only to survey the new system and not the old existing system and he would report this back. Hopefully new instructions will be issued”</i></p> <p><i>01/12/23 – Thames water advised that the desilting was done and there was no defects – Thames Water has put it on a maintenance schedule and we will receive an update when it will be scheduled. A plan will be created once the problem has been monitored.</i></p> <p><i>Resident claimed that the storms created more surcharging/flooding, so it is still issue and the work being done hasn't really helped.</i></p> <p><i>Reports can be made online as well as on the phone</i></p> <p><i>Residents were asked to forward the details of their issue which the clerk will forward on to Alice and Sedgric</i></p> <p><i>Thames Water will conduct site visit and will invite residents along.</i></p> <p><i>13/04/24 – Thames water arranged site visit in Jan – work is ongoing between Guildford and Glaziers lane and work has been done on the lines, but no improvement seen, so further investigation work needed. Further lines will be cleaned including Westwood lane. Roots and tree debris seems to be the issue. A survey will then be conducted to find out if further investment is needed.</i></p> <p><i>A Westwood Lane Resident raised a concern that they received a letter from TW but the work happened elsewhere – Alice and Sedgric to find out about what had happened.</i></p>	<p>Alice Keeping and Sedgric Tyrson</p> <p>NPC Alice Keeping</p> <p>NPC</p> <p>Sedgric Tyrson</p>	<p>To follow up on residents issues</p> <p>NPC to pass emails from resident</p> <p>To forward emails</p> <p>Ongoing</p>
---	---	---

<p>10/01/25 – There were no updates regarding this issue. NPC Assistant Clerk to get in touch with Alice at Thames Water to find out what the updates are.</p> <p>27/06/25 SCC highways cleared gully's and found no issues but water is still surcharging from the drains. Update from Thames Water - Since the last meeting I was able to attend surveys have continued to chase restriction and hydraulic issues in the line and so far over 4000m of cleans and surveys have gone ahead. This has lead us to the main feed line the goes to Hockford Sewer treatment works. This feed line converges with other lines from Fairlands and Woodbridge Hill. This is causing competition of flow going into the treatment works during heavy rains and peak periods. I am currently working with our Internal teams and the treatment works to find best solution to resolve the hydraulic issue caused by development and growth in the local area.</p> <p>09/01/26 – Water is still surging from drain in heavy periods of rain. Thames water representative had no further update on this as he had not long come into the post and Sedgric had moved on to a different job. All info will passed over and be investigated. Thames water are doing work within the lines and catchment, adding flow monitors into the lines. The forum will be get an update at the next meeting. A local resident fed back that the water is draining into the gully which feeds into the stream. Thames Water will investigate this further and get the stream tested.</p>	<p>Sedgric Tyrson/Alice Keeping</p> <p>NPC</p> <p>Thames water</p> <p>Thames water</p>	<p>Email Thames Water for an Update</p> <p>Keep updated</p> <p>Alex to investigate</p>
<p>(d) Guildford Road – start of Normandy from Aldershot Road</p>		
<p>2/12/22 After heavy rain this area puddles significantly, with water flowing across the breadth of the road and flash flooding. Puddles remain for 1-2 days after. Jason advises - This is a new one and that possibly utility works may have compromised the area. He will look into the matter in the new year.</p> <p>21/04/23 Jason SCC will need to carry out further investigations as this possibly crosses the road and runs round the inside of the bend then under the bus stop and into the stream. He will investigate and confirm.</p> <p>01/12/23 – update from Jason at Highways - awaiting capital funding.</p> <p>13/04/24 – on the list to go to the contractor to investigate. Jason to update us further on this</p> <p>10/01/25 – no progress update – NPC to chase Jason and Andy</p> <p>27/06/25 – update from SCC - work was completed cleaning the system here, we are in contact with the landowner responsible for ditching which needs doing. There is no timeframe for the work to be carried out.</p>	<p>Jason Lewis</p> <p>Jason Lewis</p> <p>NPC/ Jason Lewis</p>	<p>Surrey Highways</p> <p>Follow up for a progress update</p>

<p>09/01/26 On going – SCC has some work to do with cleaning the assets along here. Ditching has been done. Work still to be done to connect the assets and ditches.</p>	<p>SCC SCC</p>	<p>Progress update next meeting Progress update at the next meeting</p>
<p>(e) Flexford Road east</p>		
<p>09/01/25 Drains surged, and water and sewage flooded across the road – this has been reported 3 times. Thames Water attended the site and cleared the drains, however the problem persisted in bouts of heavy rain. SCC were also called to investigate and have passed it back to Thames Water for further investigation as drains and land still their asset to deal with</p>	<p>TW</p>	<p>To investigate further with a drainage engineer</p>
<p>(f) Mariners Drive</p>		
<p>27/06/25 - SCC highways are working with the residents around clearing the ditches as there has been an issue with flooding on other properties. Update from SCC - Drainage investigation works have been done and manhole repair is scheduled. It is not in the carriageway or footway so not urgent.</p> <p>09/01/26 This investigation is now sitting with the SCC Legal Team. To enforce Section 25 of the Land Drainage Act 1991. Progressing this is slower than the flood team would like. Andrew Treasure suggested complaining to SCC and provided the means to do this to the residents effected by flooding. Al Pinkerton offered to write to SCC, Andrew Treasure asked that a further week be given as he is working to resolve the issues with SCC Legal Team.</p>	<p>SCC</p>	<p>To keep the resident updated and report at next meeting</p>

Entrance Waldren Cottages – drains cleared back in the summer, but seems to be blocked as water across the road during heavy periods of rain – resident asked to report it via the website.

Normandy Village School – piece of land that has a culvert that runs through the land and the school, which needs to be cleared. The land in the school area is gets flooded each time and they cant do anything about it until the ditches are cleared. SCC investigate and help schools with drainage issues. Andrew to pass his teams details onto the school.