



## **Andrew Lee | Alexa Michael | Thomas Turrell**

Councillors for Hayes & Coney Hall Ward (Inc. Keston Village)

W: [HayesandConeyHall.org.uk](http://HayesandConeyHall.org.uk) | F: [fb.com/Hayes.ConeyHall](https://www.facebook.com/Hayes.ConeyHall) | T: @HayesConeyHall

**Councillors Lee, Michael and Turrell**

c/o Members Room  
Bromley Civic Centre  
Stockwell Close  
Bromley  
Kent BR1 3UH

[REDACTED]  
Thames Water  
Clearwater Court  
Vastern Road  
Reading  
RG1 8DB

2<sup>nd</sup> July 2022

Dear [REDACTED],

### **Re: Burst Water Pipes in Hayes**

We are writing to you as the Ward Councillors for Hayes & Coney Hall Ward in the London Borough of Bromley about the frequency of water pipes bursting on Hayes Lane.

On 11<sup>th</sup> May 2022, the pipe burst outside 194 Hayes Lane, destroying the driveway of the property and flooding the basements of several nearby properties. Fortunately, water supply for many residents was unaffected and the swift response from the London Fire Brigade prevented further damage. However, we are aware that residents of Hayes Lane have experienced a number of leaks over the past few years. This suggests that the water pipes are more susceptible to burst in this area. This has resulted in damage to properties (one resident we spoke to says her garage has been flooded twice) and inconvenience to local people, including loss of water supply.

We are very concerned that the current policy of reactive patch-work repairs to water pipes is not sufficient to address the cause of the issue and that the area is therefore at risk of further bursts and flooding. Please could you advise if Thames Water plans to continue with patch-work repairs or if longer-term solutions are being considered?

Unfortunately burst water pipes are also common elsewhere in Bromley Borough, including along the A21 Bromley Common / Hastings Road, where the pipes burst most years. This suggests that the water pipes, including the one in Hayes Lane which is our main concern as Ward Councillors, have reached the end of their useful lives and need to be replaced with new pipes. Continuing the existing policy of patching up existing pipes is insufficient for the long-term future and unacceptable to our residents.

We look forward to hearing back from you.

Yours sincerely,

**Cllr Andrew Lee**

**Cllr Alexa Michael**  
Councillors – Hayes & Coney Hall Ward

**Cllr Thomas Turrell**