



Keeping you in the picture

North Woodside Road, Glasgow

Questions & Answers

Why are you doing this work?

This work is to help improve the water quality of the River Kelvin.

What type of work are you doing?

We are installing a new underground storm overflow screening chamber (approx. 7m deep) with connecting pipework within the grassed area adjacent to the residential flats on North Woodside Road / Garriochmill Way.

What are the working hours?

We will be working Monday to Friday from 8am to 6pm. If we require to work weekends we will letter you in advance of this.

Will there be any restrictions to the parking bays? The private car parks to the rear will remain unaffected however there will be some parking restrictions on North Woodside Road.

Are you constructing a sewer treatment works in the grassed area?

No – we are installing a combined sewer storm overflow chamber which will filter out rags and solids from spilling into the River Kelvin during severe storm events.

Combined Sewer Overflows (CSOs) are designed to spill in heavy weather and are allowed to do so under SEPA regulations. They are a feature of most existing sewerage systems where surface water i.e. rainwater from roofs, driveways and roads and foul (sewage & trade) effluent flows are combined in one sewer. With increasing rainfall, the combined sewer reaches its hydraulic capacity and a release mechanism is required in order to prevent flooding or inundation of areas (including domestic property and commercial premises) with dilute sewage.

How long will this work take?

This work will last for approximately 5 months starting in 2nd March 2020.

When will tree cutting take place?

Tree cutting will be undertaken on week commencing 24th February 2020. 4 trees have been indentified to be removed.

Why are four trees required to be removed?

The new upgrade sewer infrastructure is required to be located on or near the position of the existing key infrastructure. The four trees clash with this location and therefore required to be removed to make space for the sewer infrastructure.

Will I still be able to get access to my property? Yes – access to properties will not be affected.

What access will there be for emergency services?

Full access will be provided. We have advised the emergency services of the works.



Will the area be reinstated?

We will ensure that the area of the grass and pavements that we will have been working on will be fully reinstated. Approx. three new manhole covers and six chamber access covers with concrete surround will be visible at ground level. The new sewer infrastructure will be located underground. There is however a requirement for a kiosk to house controls which is required to be located above ground. This will be a green kiosk with the dimensions 2.8 (L)m x(W)0.7m x(H)1.7m.



The grassed areas will be top soiled seeded upon completion. We will have to wait for the grass growing season to allow the grass to fully regrow.

Why does the chamber have to be located in the grassed area?

The location of the existing sewer together with the proximity to the river for the storm overflow, and the point where existing flows gravitate to, dictates that this is the only feasible location that would enable a solution to work and improve the network.

Why does the area need to be fenced off?

To ensure the safety of the public and workforce and to allow enough space to get machinery in and operate safely.

What type of noise/vibration will I hear/feel?

There will be a generator for the welfare cabins. This will be on a timer so it will switch off during the night to minimise the noise impact for residents. We require to dig down approximately 7m deep to install the chamber. The first part of the excavation (2m depth) is made up of made ground and clay which is softer ground to excavate out and less noisy. The last 5m is made up of a layer of mudstone rock which will be louder to break through and we shall write to you nearer the time when we reach this phase. We require to insert iron sheet piles into the ground around excavation area to stabilise the ground. There will be some noise and vibration when installing and taking out these sheets. Please see the additional attached sheet "Vibration associated with construction of new sewer infrastructure"

Where will your site cabins be located?

The site cabins will be placed on the public road on North Woodside Road within the road closure area week commencing 2nd March 2020.

What noise will I hear after the chamber and kiosk is built and is operational?

Mechanical screens will operate during a storm event. The screens operate with minimal noise and are contained in the chamber which will be sound proofed and less than the background noise.



How will I get deliveries to my property?

Home deliveries will not be affected by the works.

What communication has been carried out to date?

Communication issued	Date
Investigation work – letters and posters	Aug, Sep, Oct 2019
Invite letter to first public information event	16 th July 2019
Public information event (Websters Theatre)	25 th July 2019
Planning application submitted to GCC	August 2019
Issue of Statutory Notice and Notification of Planning Application.	November 2019
Statutory Notice comments reviewed	Nov 2019 to Feb 2020
Letter to advise of works issued two weeks in advance of works	10th Feb 2020
Public information event (Websters Theatre)	24 th Feb 2020

What measures have been carried out to help reduce the impact of the works on the community?

We appreciate that there will be impact to residents near the works and thank you for your patience and understanding whilst we carry out the essential works. We have sought out ways to help reduce the impact – these are: -

- We are prefabricating parts of the chamber offsite to help reduce the time we spend onsite and therefore reduce the overall programme down from 7 to 5 months.

Will there be a survey taken of my property?

Blocks numbers 330 North Woodside Road and 2 Garriochmill Way have been identified to have pre-surveys taken due to the proximity to the works. An additional survey will be taken upon completion of the works. The surveys are for your own peace of mind and act as a benchmark to compare should anything arise. The surveys are free and if you live in block 330 North Woodside Road or 2 Garriochmill Way, you will be contacted in advance by the amey surveyors to arrange a suitable time window.

Will there be an increase in construction traffic? Yes – there will be lorries and work vehicles going up and down North Woodside Road. We will monitor the condition of the roads throughout the works and arrange a road sweeper as and when required

Why was a planning application submitted?

We required to submit an application for the review and approval of the kiosk.

Why were Sewerage Scotland Acts section notices issued?

As we proposed to carry out work on the grassed area of land that is jointly owned by all property owners of flats, we were formally required to issue section notices which were issued on 12th November 2019.

Please turn over to page four



Do I receive compensation for the works?

No - As Scottish Water is a publicly owned company which provides essential services to its customers, it has the right to carry out work of this kind where it is needed to maintain necessary infrastructure and protect the environment. In doing so, we seek to minimise disruption as far as we can, but unfortunately the position of key infrastructure in this case means that there is no way to avoid constructing the chamber at this location. The work we are carrying out (and other work which takes place all over Scotland) is funded by the water and waste water charges which all customers pay; and is planned to make sure that we can continue to deliver reliable water and waste water services on an efficient basis. This means that, while we seek to avoid, minimise or mitigate disruption where we reasonably can, we are not able to pay individual customers for inconvenience, such as additional noise/disruption which they experience. We will be setting up monitoring equipment to continuously monitor the noise and vibration during the works to ensure we are working in the appropriate levels zone for the British Standard. Where there are particular circumstances which customers wish to raise with us, we would always encourage them to contact us.

Will my water supply and drainage service be cut off?

No, your water supply and drainage services from your kitchen and bathroom should not be affected by our work.

If you have any further queries please drop into the site cabin or contact Scottish Water helpline on 0800 0778778 quoting 'Capital/aBV/403104'.

We thank you for your co-operation and understanding whilst we carry out these essential works.