



**Caterham FLAG Historic action plan** Green – outstanding/to action/monitor, Amber – pending OBC, Red – closed, white – ongoing

MAMS 8= 25/1/19, 7=5/10/18, 6=23/5/18, 5=26/9/17, 4=12/6/17, 3= 21/3/17 (planning), 2=6/3/17 & 1=5/12/16

1, 2	We understand that some of the surface water drains in Caterham and Old Coulsdon are non- functioning. (Please see list of identified Roads). a) Could you tell us when these drains will be reinstated? b) What is the drain maintenance programme in Caterham and Old Coulsdon? c) Has any thought been given to the possibility of managing surface water by replacing soak-a-ways with a traditional piped system and/or including kerb storm drains? d) During times of maintenance, can parking restrictions be enforced to ensure that all drain cleaning is undertaken? e) What action can be taken to ensure drains in private roads are maintained?	LBC SCC	
1, 2, 4, 5	We understand that several streets in Caterham on the Hill and Caterham Drive are critical drainage areas. We would like to know whether all roads leading down to/around a critical area are also considered to be critical?	LBC	
1, 2	Ninehams Close and Roffes Lane unfortunately are not included in the Atkins Report. Could the drainage infrastructure of both roads be included in the ongoing investigations?	SCC	
1, 2, 4, 5	We understand that work has taken place on the Money Pit site. We would like to know: a) What your ongoing plans are for the maintenance of this asset? b) Could a schedule be drawn up to ensure the Money Pit is continually maintained? c) Is there an option to join up the soakaways in St Michaels Road to the storage tank? d) Could the land that the Money Pit sits on, be compulsory purchased to ensure it is not developed on?	SCC	
1, 2	At present, there is a ditch that receives surface water from Stites Hill Road and Soakaway. Subsequently it becomes overwhelmed, causing flooding into Caterham Drive. Are there any plans to rectify this? Can alternative drainage solutions be proposed?	SCC	
1, 2	We understand that the sewer in Caterham Drive and the one at Hillcroft Court (Chaldon Road) are deemed to be 'extremely vulnerable in storm conditions'. Is there a long-term solution planned for this?	TW	
1, 2	Could the capacity of the 9-inch sewer at Caterham on the Hill and Caterham Drive be increased to cope with the volume of flow?	TW	
1, 2	We understand that sewer attenuation works from the Glade to Dollypers Woods were completed in 2001. However, sewage eruptions still take place. Will this get addressed?	TW	
1, 2	We understand that, within Caterham Drive, there is one hydraulic break located at the junction of Caterham Drive and the Glade. The hydraulic break serves a massive catchment area and cannot cope with the current flow. Please could you tell us how this can be resolved?	TW	
1, 2	Can the sewers in all the critical areas of flooding be monitored and will subsequent modelling be undertaken?	TW	
1, 2	We understand a pragmatic decision was taken to use woods as a floodplain at the bottom of Caterham Drive, as opposed to homes flooding, on the condition that a long-term solution would be implemented. We would like to know what became of the long-term solution?	TW	
1, 2	What support/resource is available to necessitate riparian owners on managing their land to mitigate the effects of runoff has on the drainage system?	SCC	
1, 2	We would like to know whether a similar surface water management study, such as that undertaken by Atkins in Caterham on the Hill, could be duplicated for Old Coulsdon (with attention to Caterham Drive)?	LBC	
1	We would like to know whether there are any plans to hold the water back on the higher grounds of the catchment (specifically Queens Park) to prevent flooding to roads and homes further downstream?	SCC	
2	We would like to know whether all partners are taking equal share of the responsibility in alleviating flood risk in in the Caterham and Old Coulsdon Catchment? How do you intend to improve communication between all authorities?	ALL	
2, 4, 5, 6	Have all victims who flooded with sewage last June, received their customer guarantee scheme refund yet?	TW	

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2	We understand that Thames Water closed all complaint cases, with the expectation that the flood action group communicate with the victims, yet we have no personal details to be able to do so. Can this responsibility remain with Thames Water as opposed to the flood action group?	TW	
2, 4, 5	Can Communication between the authorities and the Flood Action Group be improved? For example, if programmes and reports have been completed, can they be shared via our new email ( <a href="mailto:catocrafag@gmail.com">catocrafag@gmail.com</a> ), we'd also appreciate one interim progress report on the feasibility study to restore confidence in the process, would this be possible?	ALL	
2	We understand that extensive work was carried out in the drains at the junction of Milton Road, Ninehams Road and Stites Hill Road a few years ago. Could you please tell us what exactly this work involved at the time and why it was carried out?	History gathering	
2	We are concerned about the working order of the entire culvert from Queens Park to Stites Hill Road. <ol style="list-style-type: none"> <li>1. a) Is the culvert of sufficient capacity?</li> <li>2. b) Does the culvert continue past the Stites Hill soakaway and join the combined sewer in Caterham Drive?</li> </ol>	History gathering	
2	Regarding the Money Pit, we would like to know: <ol style="list-style-type: none"> <li>1. a) What the function of this asset is?</li> <li>2. b) Is the Money Pit the main asset for water storage in Caterham on the Hill?</li> <li>3. c) Could we please have a survey report detailing the depth of the tank as it is now and whether the inlet and outlet pipes are fully functional?</li> <li>4. d) Can we have assurances that the cost of the clearance will not be deducted from funds provided for flood risk management for the rest of our area?</li> </ol>	History gathering	
2	Is there a map/model we can see that details the catchment area showing the number of connected houses and the direction of water flows throughout the surface water and combined sewer system?	History gathering	
2	Are there surface water and combined sewer plans for the whole catchment? If so, could we please have a copy?	History gathering	
2	In the 1930's Caterham sewage treatment works (originally located at the end of The Grove) was closed and connected to the Croydon system. In which direction was this connection made?	History gathering	
2	In the 1960's the sewage pumping station (located on the junction of Banstead Road and Eldon Road) was closed and connected to the Croydon system. <ol style="list-style-type: none"> <li>1. a) Why was this pumping station closed?</li> <li>2. b) In which direction was this connection made?</li> </ol>	History gathering	
2	In the 1990's a pumping station (location unknown, perhaps Ninehams) was closed and a connection made into Caterham Drive. When the connection was made, the system capacity was checked during dry weather flow. <ol style="list-style-type: none"> <li>1. a) Why was this carried out in dry weather conditions?</li> <li>2. b) Could you please provide details on the location of the station and exact connections?</li> </ol>	History gathering	
2	Could we please have a copy of the Thames Water network GIS layers from the Atkins Report (1.2 data sources)?	History gathering	
2	The Environment Agency's report entitled 'Management of the London Basin Chalk Aquifer' clearly states (fig 12), that the ground water levels in January 2016 (compared to 2015) were considerably higher under this area. We would like to know whether this document is used to determine where to focus attention/funds?	History gathering	

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2	We have reason to believe that, historically, Caterham was built around a watercourse. We think this may be adding to the flooding we experience now. Would it be possible to survey this historical watercourse below ground to establish exactly what is going on underneath our homes?	History gathering	
3, 4, 5	Please can we have an explanation of a) who is involved and b) how flood risk is assessed in planning and development applications?		
3, 4	As the Caterham and Old Coulsdon Flood Action Group: a) How can we be involved and support in future planning applications? b) Can we be notified of any developments that affect our flood risk?		
3	We understand that there is a 'Local Plan' for Tandridge District Council and we appreciate your support in giving us the opportunity to contribute to this. We would also like to know: a) We understand that the Housing and Economic Land Availability Assessment list was still being undertaken during the public consultations, can these new sites undergo the same level of public consultation? b) Is the Croydon 'Local Plan' up to date? c) Can we have assurances that this partnership between the agencies and the community will continue?		
3	How is water on and off property development sites being managed to ensure that flood risk will not be increased to properties downstream?		
3	There have recently been multiple new developments in Caterham on the Hill and Caterham Drive (see list). We would like to know how the SuDs are managed and maintained?		
3, 4, 5, 6	A development has been granted planning permission in Ninehams Gardens. We would like to know: a) How is the waste from this development controlled into the surrounding drainage infrastructure? b) How do neighboring planning authorities work together to ensure that water flow across boundaries is managed? c) Can neighboring authorities work together on future developments?		
3	We understand that in recent planning applications of Waddington Avenue, Keston Avenue and Homefield House, flood Risk from surface water has been reported as having a chance of occurring 1 in 1000 Years. Some of the properties in Waddington Avenue and the Oasis Academy flooded in June 2016. a) How is this probability calculated? b) Can this be more accurately reflected for any future applications and consider the Caterham Drive flood risk?		
3	The Flood RE scheme is to end in 2039. The Government expect properties to be flood resilient by then as new homes built after 2009 cannot apply for this insurance. How can you ensure, through planning, that new properties will not flood?		
3	Many residents have paved areas of their properties and we are concerned that this all adds to the water run-off and enters the sewers. Do the Councils' have clear policies and guidelines on the management/use of non-permeable surfaces?		
3	Is there a possibility that 'garden grabbing' for building can be discouraged or stopped throughout Caterham and Old Coulsdon by the Councils' through change of policy?		
3	We understand that the Strategic Flood Risk Assessment carried out by Tandridge District Council was published in October 2016. However, this does not mention the flooding event in June 2016 or include any surface water maps. Can amendments be made to this report or any reports in the future to reflect local flooding events and knowledge?		
3	Figure 1 from the SCC Section 19 report indicates the extent of the Caterham and Old Coulsdon catchment. Can all planning applications (within this map) consider the surface water flood risk and come under the same level of scrutiny as Flood Zone 3B?		
3	Can all flood plains and water storage areas, such as the Surrey National Golf Club land and surrounding area, be kept free of development permanently?		

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3	We recognise that development cannot be stopped. Alternatively: a) Can all development be directed away from Caterham and Old Coulsdon to help alleviate the pressure on the existing infrastructure? b) Can money be invested into upgrading the current highways drainage and sewer systems?		
3	Can cumulative development be considered on the impact of flood risk in the Caterham and Old Coulsdon Catchment (Figure 1 of the Surrey County Council Section 19 Report)?		
3	Can a catchment based approach to planning be undertaken throughout Caterham and Old Coulsdon to ensure that we are taking a holistic approach to development and the effects it has on flood risk?		
3	When a planning application is granted, TW are obliged to make connections regardless of the consequences. To protect TW assets and existing homeowners, how could policy be amended to restrict connections to an already vulnerable sewer?		
3	What are the Councils' strategies to mitigate and adapt to climate change with regards to future planning and development?		
4, 5	Could we please have an update on the progression of the feasibility study, specifically: a) Does the feasibility study reflect current climate change data (e.g. the MET office suggests there's now a 'one in three' chance of monthly rainfall records being broken in England and Wales during winter in the next decade). b) Will our flood risk be reduced? c) Has funding been made available for flood resilience? d) When will work begin?		
4, 5	The culvert that runs throughout the Caterham Catchment has been stated to be riparian owned. However, we have a copy of a householder's deeds (1955), which states 'to be maintained in perpetuity by the council'. Could we please have further clarification on the ownership of the culvert?		
4, 5, 6	We appreciate the explanation that the Caterham Drive sewer is not combined with surface water. However, we have evidence to think otherwise. Please could flow monitors be installed and data compared with rainfall figures to ascertain the sewers function? New related question in 6: Have flow meters been installed, if not, why not?	TW	
4, 5, 6	Could we have a printed copy of a highways drainage map for the Caterham Drive and Old Coulsdon area?	LBC	
4, 5	Thank you for the paper map of the sewer network (TW - throughout the catchment), which was provided at the Planning MAM in March. a) We would like to know whether the pipe work, from the two former pumping stations on Banstead Road and Milton Road, is capped off to prevent surface water infiltration to the main sewer network? b) Is the sewer connection from Caterham on the Hill (former pumping station) to the end of Caterham Drive modelled?	TW	
4, 5	Are there multi-agency emergency plans in place to ensure that the authorities are prepared in the event of any future flooding? If so, how can we be involved in these plans? a) How can we integrate our resilience plan with yours? b) Can we have direct/emergency numbers? c) Too often the public report issues but get little response, how can this be improved? Residents of TDC upon requesting sandbags have been quoted £7:50 for ten empty bags. How can these victims access protection, until a long-term solution is provided?		
5, 6	A manhole cover on the pavement on Whyteleafe Hill, lifts regularly and is a dangerous trip hazard, grid ref TQ 33511 58122 (easting 533511 northing 158122), Thames water have investigated and confirm it is NOT their asset. Who is responsible for this drain/cover and what action is being taken to address this?	SCC	
5, 6	On June 21st 2017, a hole appeared in the Coulsdon road (adjacent Tollers Lane and Waddington AV), the repair was prompt, thank you (although not long lasting, depression re-appeared after 9 <sup>th</sup> August). Why has this depression reoccurred?	LBC	

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5, 6	The surface water sewer in Marlpit Lane (junction of Stoneyfield) is often overwhelmed (photos now included on CFAG Dropbox link). Can the problems with capacity be investigated all the way down?	LBC TW	
5	Planning applications are still being approved throughout the catchment: a) When will the capacity of the sewers be increased to support the cumulative development year on year? b) Likewise, as part of the Caterham Masterplan and regeneration of the high streets, will drainage infrastructure upgrades be undertaken prior to these aesthetic improvements?		
5, 6	The Gulley cleaning programme on the SCC website had been pushed back and now appears to be rather vague. a) Can you please provide a revised programme? b) What is the maintenance schedule for clearing blocked drains? New related questions in 6: a) When cleaning a gully, can the pipe to and the adjacent soak away also be cleaned including all associated connections from gullies - ie the whole surface water micro system? b) Can a member of highways staff be available on site alongside the appointed contractor, to ensure thorough cleaning and approve additional time charge jobs (alternatively, a complete schedule of works provided rather than one gully at a time)? c) Have communications been improved to ensure the appointed contractor is aware of the risks and consequently a thorough job is completed, if so how, if not, why not? d) To reiterate, can notification be given in advance requesting that residents move vehicles, those cars restricting cleaning to be removed?	SCC	
6	Based on the current data and modelling from Atkins, can you please provide a flood risk map covering the parishes of Caterham Hill, Caterham Valley, Chaldon, Old Coulsdon and Whyteleafe? Can it show: the main surface water flow pathways during storm events; the main catchments contributing to these (eg topographical slopes); and also any critical areas where the existing drainage infrastructure is considered defective or of insufficient capacity?		
6	a) Can the EA flood risk maps be updated to reflect groundwater reality in the catchment? b) Please include the Coulsdon Bourne (from beyond Coulsdon south station) and amend the flood zone classification to suit. c) Please include the Woldingham Bourne. d) Please amend the Caterham Bourne from source (from beyond Harestone Valley (past Caterham School) inc Dome Hill and Oldpark Wood (near Caterham Prep School)), and amend the flood zone classification to suit e) If the rediscovered Essendene stream has been confirmed as ground water (and presumably a Thames tributary), please include this from Caterham on the Hill through Old Coulsdon to (?), and the flood risk zone amended to suit?	EA	Nov'19
6	We are perplexed that planning applications for large developments and connections to sewers are granted, in a surface water flood risk area. a) When the relevant department (council or utility company) is consulted on planning applications, for their expert advice, are they aware of flood resilience work that may be being considered in that area by another department (essentially joined up thinking/one database with 'warnings')? b) Please clarify what arrangements are in place for council officers to seek the specialist technical advice available from the LLFA when they are considering whether planning applications may be in areas at risk of flooding or sewer overflow (or may be in the catchments that contribute to that risk). c) Where specific advice is given or conditions, what checks are in place to ensure these are fulfilled, prior to commencing works?		
6	Can TW be statutory consultees or asked for specialist advice on all planning applications to ensure infrastructure is of sufficient capacity, if not charge developer/applicant for modification to their assets? a) Can drainage be considered planning material? b) What powers do you have to remove surface water connections from the TW sewer? c) What is being done to stop surface water inundating the TW sewer? Once the rain is removed from the foul sewer, to provide capacity for pollution growth whilst permitting the addition of new build connections, wouldn't it be wise to calculate some redundancy in the capacity to prevent sewage flooding?	TW	
6	Can we have a copy of Croydon's 'equivalent' report to the Atkins one?	LBC	

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6	According to LBC maps, the large drainage catchment (DC55), spans the border, connected by one 9" sewer. Can the TW pumping chamber (bottom of Stites Hill road) be restored/increased in capacity and renovated to allow sewage to be diverted from the vulnerable Caterham drive sewer along its original route (up to Caterham sewage treatment, originally on The Grove), discharging via the large sewer in Happy Valley)? i.e. break the connection between Caterham on the Hill and Old Coulsdon.	TW	
6	Can ditches be reinstated along Buxton Lane? These were 'filled in' in 1988, since then several residents have been flooded (one homeowner on 15 occasions), prior to that never.	SCC	
6	It cannot be denied that all parties have worked incredibly hard, the FAG and victims 'should' gain a long-term solution to flood management, the authorities fulfilling their duty as flood risk managers and managing the risk, yet the NFF... No benefit. The Parish council have supported the NFF, could the agencies consider donating (presumably tax deductible) to the charity who have donated time to assist us all?		
6	The surface water system in Caterham Drive is not efficient, could this be replaced (both sides) with large capacity storm drains that would 'manage the flow' and discharge into the woods? The drainage on St Michaels road (leading down to the Money Pit) is equally inadequate. How can this be improved?		
6	Can the FAG receive some kind of support when informing the public of their responsibility to manage the flood risk? Is there a fact sheet (or similar) that can be printed and handed to an 'offending' property owner (with a list of do's and don'ts) or something we could publish on FB? For example, resident discharging directly from the roof on to a public footpath (St Michaels and Banstead).		
6	In the draft London Local Plan, the revised housing requirements for LBC is set at 29,490 over 10 years, yet 33,614 are already at risk of flooding. We are concerned that a potential conflict of interest exists at LBC (as LLFA and LPA), being in control of both development and flood resilience. What procedures/measures are in place to ensure there is NO conflict of interest?	LBC	
6	The common divides the catchment and is a potential place to store excess surface water. The City of London control the land and could cooperate. As this is a multi-agency response, can a ranger please attend? If not, can we have assurances that proposed options will not be dismissed by them?		
6	The current London Plan, Policy 5.4 covers retrofitting/climate change and the expectation to bring existing buildings up to standards on sustainable design and construction, Policy 5.13 specifies a drainage hierarchy, No.7 being the lowest, 'discharge rainwater to the main sewer'. We are concerned that many opportunities have been missed since June 2016, to remove surface water from the sewer. a) Please confirm ALL planning applications (including modifications to existing i.e. extensions) will provide betterment by including retrofitting, if not, why not? b) What support/incentives do you suggest the public could be offered to assist in the management of 'their' surface water to provide betterment, reducing the flood risk downstream? c) Where planning permission is not required, how do you intend to notify the public of the requirement to utilize SuDs? d) Is the TDC Local Plan going to be as proactive as LBC (DM25) in reducing the surface water flood risk? If not, why not? e) What assurances can you provide, that these flood resilient planning policies will be adopted and adhered to by planning departments?	TDC	
6	Following a change in law in England in October 2008, planning permission is now required for homeowners who wish to pave a front garden with hard standing of more than five square meters if not using permeable material. How do you intend to educate/promote and enforce this?		
6	How can the Caterham Masterplan proceed without factoring in the Atkins report? a) Can you confirm that the problems with the drainage infrastructure will be resolved prior to redevelopment? b) What measures are in place to ensure buildings are flood resilient?		

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6	<p>All too often works are carried out but appear to be unsuccessful; pothole fixing is never long lasting; yet the taxpayer foots the bill.</p> <p>a) What measures are in place to ensure council appointed sub-contractors provide value for money and 'get it right first time'?</p> <p>b) One assumes the contractor surveys the area prior to undertaking work and consequently accepts liability for failure to correct? If not, can terms and conditions be revised to ensure they're not relying on the correct information being provided?</p> <p>c) The road gullies at the junction of Hilltop Lane (Chaldon) were cleared in January when it last flooded, traffic eroding the edges of the lane, allows large quantities of mud to silt up drains and soak aways, yet the area continues to flood. How do you intend to resolve this?</p> <p>d) The parking area adjacent Dannys Fish and Chip shop (Old Coulsdon) underwent flood alleviation work in Aug '17, yet the area continues to flood. As does the corner of Placehouse Lane and Coulsdon Road. Can you instruct the contractors to return and complete the project at no additional cost to the taxpayer?</p>		
6	The new BbyB development at Homefield (Old Coulsdon) discharges into the foul sewer running along the Coulsdon Road. Can the claim that a sewer overflow discharges into a soak away (and the consequently the water table) at The Crossways, be investigated, confirmed or denied? If so, can this be rectified?		
6	<p>It has been brought to our attention that Wapses Lodge has been flooded recently, the water being so deep in the subways that it's impassable.</p> <p>a) How do you intend to rectify this?</p> <p>b) Given this is the point where the Caterham and Woldingham Bournes meet, then head off towards Purley, if surface water isn't draining, could this indicate ground saturation and predict the rising (due 2021?), in which case the Kenley Water Works are at risk once again?</p> <p>c) What is the current height of the Water Table level?</p>		
6	A resident of The Glade (Old Coulsdon) informed the FAG that during the last major flood, rats were visible in her back garden. They're back, which could indicate problems again. Please could you investigate the sewer (adjacent hydraulic break which was restricted by FOG in June 2016) for blockages/problems?	TW	
6	If the common or woods floods with sewage again, can the area be cordoned off to protect the health and safety of the public until the land is deemed no longer contaminated?		
7, 8	What means of notifying the public of available support/advise during and after a flood event do you propose?	TW	
7, 8	<p>Please provide progress of vented/bolted manhole cover installation,</p> <p>a) Outside No 18 on Caterham Drive</p> <p>b) Banstead Road</p>	TW	
7	Update/progress on policy change regarding phasing conditions to provide infrastructure (to respond to population growth whilst addressing flooding).	TW	
7, 8	Progress of investigation into capacity of overwhelmed Marlpit Lane sewers.	TW	
7, 8	<p>Assuming both Caterham Drive depth monitors how now been installed in the sewers, do you have any results yet?</p> <p>a) Please confirm that of the three monitors now installed, all are recording.</p> <p>b) What action is proposed to prevent regular blocking?</p>	TW	
7, 8	<p>Has the Landlord been contacted? Has the culvert below the Raglan Precinct been restored or simply 'filled in' and subsequently blocked?</p> <p>a) Has the Landlord responded?</p> <p>b) Could you now please provide details of survey and how/when necessary repair works will be undertaken?</p>	SCC	
7	Is there a cleaning, repair, maintenance schedule for the entire length of the culvert and how do you intend to address capacity issues at the bottom (fenced soak away Stites Hill, often overwhelmed).	SCC	

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7, 8	Has the Collapsed Drain on Park Road been surveyed, what action do you intend to take? Residents of Park Road are concerned that recommendations by the contractor have been ignored, could you provide details of future work in the area and reassurances of a long-term fix?	SCC	
7, 8	Buxton lane was due to be cleansed and surveyed, has this been completed, could the ditches be reinstated (or equivalent option), please advise.	SCC	
7, 8	The manhole cover on Whyteleafe Hill is often dislodged, how do you intend to address capacity issues and reduce flood risk?	SCC	
7, 8	What powers do you have/intend to implement to remove surface water from sewers and encourage riparian owners to take responsibility for surface water? (Q 15). Where gutters discharge directly (or via hard standing) onto pavements (eg The Glade, Old Coulsdon), can an alternative be insisted upon?	ALL	
7, 8	Has investigation (during cleaning) of the 'suspected' sewer overflow into soak-away (The Crossways) been carried out, what was discovered, if not complete when will this be done? Please provide progress (following meeting with residents 9/11).	LBC TW	
7, 8	Has the flood risk mapping/catchment wide survey commenced?	EA	Nov'19
7, 8	The draft Local Plan, TLP47 requires SuDS... ' <i>unless proven to be impractical</i> '. We are concerned this phrase undermines the whole policy, the robust Croydon Flood Policy and flood alleviation in an at-risk area. Can this phrase be removed from the Local plan?  Please could Louise Round provide details of policing planning process?	TDC	
7	Have or when will Strategic Flood Risk Assessment be updated?		
7, 8	Do you have any suggestions for public information fact sheets? When will these be available and can we publish on local Facebook pages and send via our mailing list? (Arising from Q 21 & 25).  <i>Our suggestions...</i> * <i>Planning advice, what one can and can't do (inc SuD's and driveways).</i> * <i>Managing surface water on site NOT discharging onto pavements (as per a few on The Glade, Old Coulsdon).</i> * <i>Land owners responsibilities (clearing out drive gullies, careful disposal of fat, oil &amp; grease, what NOT to flush).</i> * <i>Road gullies not to be used for disposing rubbish (ie fly tipping).</i> * <i>Encourage 'report it' website use and provide website details. State what information is required eg post code, adjacent house number or lamppost number.</i>  <i>n.b. The FLAG have actively encouraged the public to use websites to report a problem.</i>		
7	Please advise what options/measures or improvements to the cleaning schedule can be made in the short term to reduce the flood risk, whilst we await a long-term solution. a) What practical measures/assistance could be put in place to help people IF they flood in the meantime?		
7	How/which of the flood alleviations options within the feasibility study are progressing?		
7, 8	Are water butts still an option? How and when can these be implemented?	TW	
7	Can we begin to plan the 'drop-in' meeting to discuss any options with public?		
7	Has a consultant been appointed to carry out PLP surveys?	TW	

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7	The Atkins feasibility study addresses surface water falling on Caterham on the Hill ie the top; How do you propose to reduce the flood risk/flow down from either side of the valley, all roads leading down to Caterham Drive and fields/footpath (opposite Keston AV)?		
7	Are other flood alleviation proposals being considering to complement the options outlined in the feasibility study? eg In Croydon briefing notes (oct 2017), a surface water flow path into Dollypers was to be investigated, what is proposed?		
7	Who is responsible for surface water road gullies and maintenance of, on a private road? a) Where a dropped kerb is not formed (private or public road) and access to drive results in damage to gulley, is the resident deemed responsible for damage? b) What powers do you have to require the public to pay for neglect/damage of council assets?	SCC	
7, 8	Residents of Roffes Lane have expressed concern regarding the maintenance of the Culvert (under Rook Lane) and potential flood risk. a) Who is responsible for keeping the culvert free from blockages? b) What is the cleaning schedule? c) What powers do you have to ensure the Golf course manage the area to ensure flow is not restricted? d) Are the 'local' soak aways silt free, is there a cleaning schedule? e) The FLAG contacted Surrey National, they have begun work clearing the area adjacent to the culvert. When do you envisage work will commence on clearing the actual culvert?	SCC	
7, 8	What monitoring methods or reporting regimes are in place to monitor SuDS deployment? a) Where SuDS (or attenuation tanks) are installed, who monitors correct installation? b) In a development (of more than one), once complete, who 'adopts' the asset and is responsible for lifetime maintenance (developer, residents or LLFA)?		
7, 8	Atkins report, has funding been approved for next phase? What next?	SCC	
8	The attempt to reduce flooding at the Tudor Parade (Old Coulsdon) has been unsuccessful. What can be done to prevent repeat and how do you intent to address this failure of the contractors?	LBC	
8	Tollers (location for 'Goodenough', Brick by Brick development) is reported to be waterlogged, we are concerned this is being dismissed.  Existing residents already have trouble with drainage... often being blocked. During the addition of a previous build, some homeowners were left without drainage due to a collapsed drain and consequently were unable to flush toilets, some had sewage bubbling through floorboards, and understandably they're concerned of a repeat. It is clear there are problems at present; the council have been notified, residents being unaware that the sewers are in fact TW assets. a) Please can investigations be made to establish the problem and rectify it prior to the situation being made far worse by the increased demand from more than 40 new builds on an already delicate infrastructure.  Residents claim the borehole testing was left in situ for only six weeks (providing limited summer readings only) not for one year as instructed. There appears to be some confusion. b) Please could you inform us of why and who requested this period of time (one year) but more importantly, if equipment was removed prematurely, why? c) Residents report bucket loads of water being removed from the borehole. What were the results of these tests?  Apparently, the build was delayed due to the difficulty of moving the electricity substation to where the community hall is now, an area prone to surface water flooding. d) Is it wise to mix water and electricity, what measures are in place to ensure the substation is flood resilient, safe and that supply of power will not be affected? e) Have ALL planning conditions been achieved prior to commencing construction? f) These new builds will NOT be able to apply for Flood RE, what measures are in place to ensure the entire development is flood resilient?	LBC	

