

# APPENDIX 5

**Tarek Ball**

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**From:** Louise Perrins  
**Sent:** 20 December 2019 12:34  
**To:** Env Svs Support Unit  
**Subject:** Your ref TB/TPO (6) 2019 Holm Oak to the front of 2, Milton Drive, Hagley  
**Attachments:** 2 Milton Drive, Hagley, DY9 9LS.DOC; ATT00001.txt  
**Categories:** Angela

This email originated from outside of the Organisation  
**STOP:** Were you expecting this Email? Does it look genuine?  
**THINK:** Before you **CLICK** on links or **OPEN** any attachments.

Please find below a letter from Severn Trent confirming that tree roots have had to be removed from sewage pipes outside our property following blockages that caused raw sewage to flow past our front door on two occasions this year.



Severn Trent Water Limited  
Cheltenham Road East  
Gloucester  
GL2 9QY

2 Milton Drive  
Hagley  
DY9 9LS

20/12/2019

**Dear Mrs Perrins**

As per our phone conversation please see below the relevant information you requested,

On the 31st October 2019 we received feedback on a blockage job indicating a manhole chamber was surcharged upon inspection, in which a blockage was then cleared with the cause being root ingress, these roots were then removed to prevent, as best as possible, the repeat issue of blockages occurring.

To clarify, the root cause of the blockages has been due to the roots, and these roots appear to be coming from the large tree not far from the manhole cover as this is above where the roots were identified causing an issue to the sewer.

Yours sincerely

Brandon Smith  
Senior Network Technician