



from
**Southern
Water** 

in partnership with
 **united
infrastructure**

Improving your water supply: replacing ageing pipes

Project Update: Friday 9 October 2026

Headlines this week: Thank you to everyone who took the time to attend our drop in event and speak with us it was great to hear your thoughts, ideas, and feedback and we truly appreciate you taking the time to share them with us.

We have listened to your concerns and understand the disruption these works have caused in Fairlight. We sincerely apologise for the inconvenience and frustration experienced.

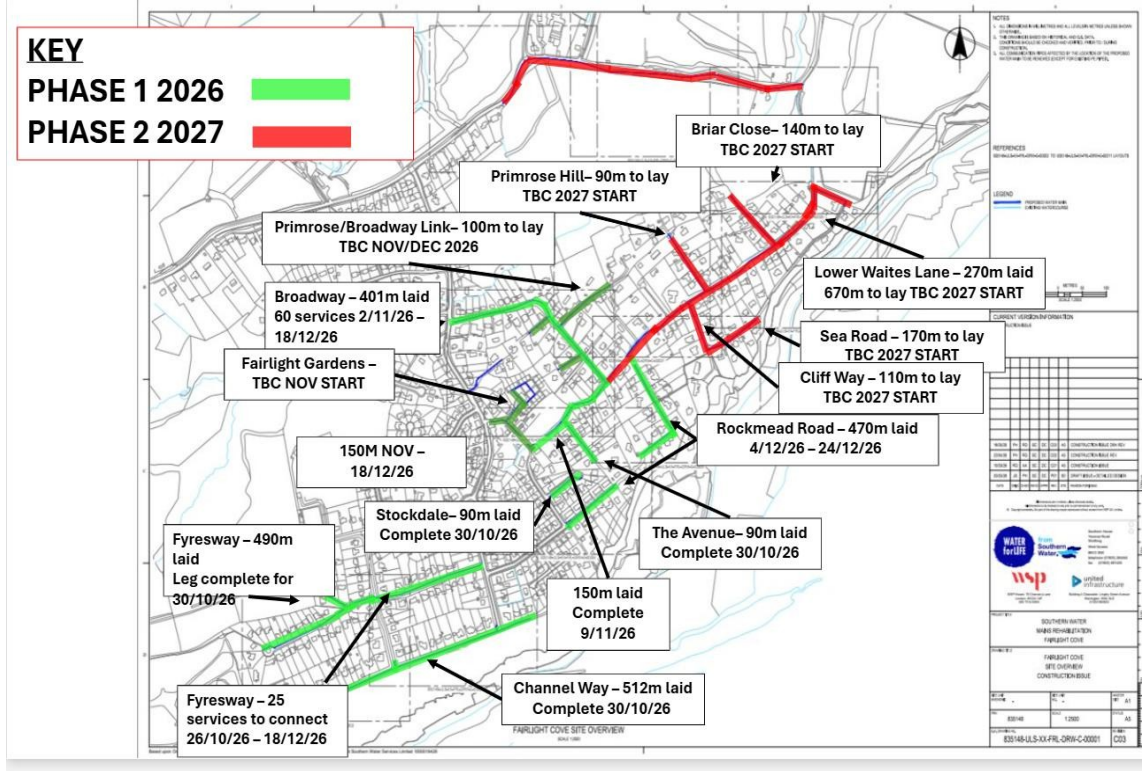
To help deliver the project more effectively, a new management team and subcontractor are now in place, providing stronger supervision, clearer accountability, and a structured plan moving forward.

For the rest of 2026, we will focus only on completing works already underway in the areas shown on the accompanying map. No new work areas will be opened this year. Our priority is to finish outstanding works, complete reinstatements, and leave affected streets safe, tidy, and free from construction materials before Christmas.

A dedicated remedial team will work alongside the construction teams to address defects, complete reinstatements, and ensure all areas are finished to the required standard. While some locations may appear incomplete between construction and final reinstatement, they remain our responsibility until all works and final checks have been completed. Please continue to report any concerns to us.

We will provide a further update, including proposals for the 2027 works, at our next resident drop-in session.

Thank you for your patience and for continuing to share your feedback with us. We recognise that trust must be rebuilt through delivery, and we are committed to seeing this project through.



Contact information.

In person: We will be at the Drop in Social Hub (DISH) Fortnightly on Mondays **Email:** SouthernWater@unitedinfrastructure.com, 9am to 5pm, Monday to Friday. **Phone:** Call Southern Water 0330 3030 368. Just say you're calling PRN 835148, so we can help you more quickly.