



# KEEPING YOU INFORMED

## CUSTOMER NEWSLETTER

Scottish Water and Glasgow City Council are currently delivering two separate projects in your area.

Work has been ongoing around Conon Avenue and the surrounding area for some months. Scottish Water are carrying out upgrades to our wastewater network to address internal and external flooding to properties; whilst Glasgow City Council are working to increase flood storage capacity and improve surface water management.

Below is an overview of both projects and the benefits they will bring to the local area. The information and photographs show the different site locations-of each project and the contractors who are delivering them.

These projects provide solutions to different issues that have been ongoing in the area for some time.

In a joint approach Scottish Water and Glasgow City Council agreed it would be helpful to provide you with regular updates on the progress of these two essential improvement projects.

### Overview



**amey·binnies**

This work is being carried out by Scottish Water's alliance partner amey-binnies and involves the upgrading of the existing local sewer network in conjunction with construction of a new underground overflow screening chamber

Over a half a mile of new pipeline is being installed to upgrade the existing sewer network and reduce the risk of flooding to properties affected by internal and external flooding on Conon Avenue, Bearsden, and Moraine Avenue, Drumchapel.

This project will also help protect the local environment by adding additional screening to the Garscadden Burn.

**RJ McLEOD**

The Drumchapel Surface Water Management Plan involves works along the Garscadden Burn that will reduce flood risk on both the watercourse and the Scottish Water sewer network.

The construction works undertaken by RJ McLeod on behalf of Glasgow City Council include a flood storage basin west of Conon Avenue, and two flood storage areas to the south of Southdeen Avenue where the flow in the burn will be held back during heavy rainfall events.

In addition, new pipes are being constructed between the basin and the flood storage areas.

To find out more about what we are doing in your area visit: [scottishwater.co.uk](http://scottishwater.co.uk)

## MONTHLY LOOK-AHEAD

We aim to provide you with a monthly update on progress of these two projects and also a look ahead to what works you can expect to see at each location.

### amey-binnes on behalf of Scottish Water

Over the next week our works will be concentrated within the amey-binnies compound area to the west of Kinfauns Drive where we will continue with our underground structures, tunnelling and pipeline works.

Work is due to start to the East of Kinfauns Drive from May where we will carry out excavation works for new pipelines and manholes.

Operations – which are subject to change based on the progress of tunnelling works – will include:

- Working within the Garscadden burn area
- Piling of reception shaft and pipe trench, Excavation within the piled areas and dewatering of the ground to allow works to be carried out in a safe and practicable manner.
- The following Plant will be in use - Excavators, Dumper, Hydraulic Vibrator Hammer for the inserting piles and Pumps for dewatering and discharging water.
- These works will be within the fenced off area indicated in blue (in the photograph below headed customer help & support).



### WHAT TO EXPECT

The residents that could potentially be affected by piling works have received a letter to organise a pre condition survey to their properties. These surveys will be carried out prior to the commencement of piling works.

Vibration monitors will be installed on site to monitor the vibration levels during construction.

**This is standard practice for piling works when working near residential areas.**

### RJ McLeod on behalf of Glasgow City Council

For the next four weeks the bulk earthworks will continue, while forming the shape of the new basin using an excavator and dumpers.

Operations include:

- Installing a new headwall and lay new pipes towards the existing burn headwall adjacent to Conon Ave.
- Removing excess material from the site using wagons.
- Reinstating the area between Kinfauns Dr and the new basin.
- Reinstating the footpath from the corner of Conon Ave and Annan Dr, and Kinfauns Dr.
- Elsewhere beyond Kinfauns Drive we will be continuing with the earthwork's operation.





## WHAT TO EXPECT

Residents should expect construction vehicles passing by and also construction noise as they continue to carry out reinstatement works within the area.

The Drumchapel Way footpath has been reinstated and now in use for the public.

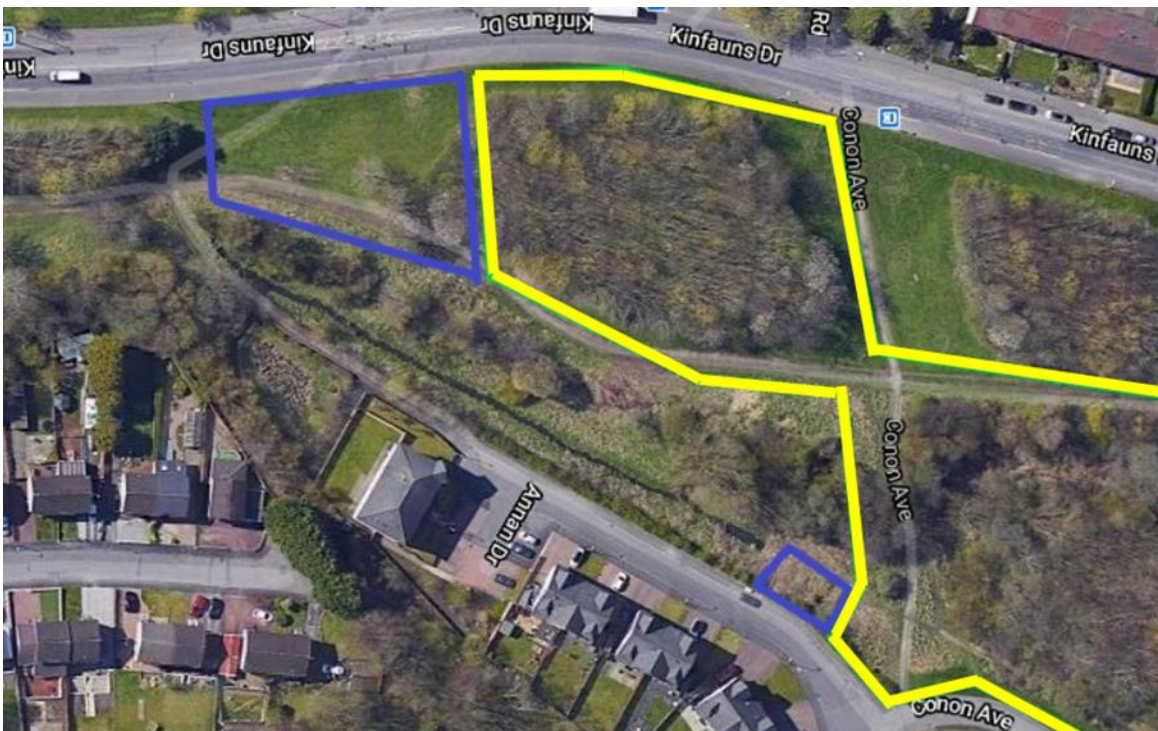


- *During the work you may notice some noise from construction equipment, however this will be kept to a minimum.*
- *There will be no disruption to your water or drainage supply during this work.*
- *Hours of work are Monday to Friday, 8am – 6pm.*  
*Weekend working may be required to finish the project on time. However, you will be notified if necessary.*

## CUSTOMER HELP AND SUPPORT

The aerial map shown below, outlines the working sites of Scottish Water (**blue**) and Glasgow City Council (**yellow**).

Should you have an enquiry relating to the work on either of these sites, we would kindly request that you get in touch with the relevant contractor as appropriate. Customer contact information is noted overleaf.



## **CONTACT INFORMATION**

### **SCOTTISH WATER**

For Scottish Water's works (**indicated in blue**) please quote Capital/501714 and contact:

Email: [help@scottishwater.co.uk](mailto:help@scottishwater.co.uk)

Phone: 0800 0778 778

### **GLASGOW CITY COUNCIL**

For Glasgow City Council works (**indicated in yellow**) please contact RJ McLeod:

Email: [cmckitrick@rjmcleod.co.uk](mailto:cmckitrick@rjmcleod.co.uk)

Phone: 07774778036 (Only available during working Hours)

Out of hours: 0141 428 3482 (Security Number)

### **COMMUNITY POLICING TEAMS**

Anti-social behaviour should be reported to the relevant community policing teams.

Examples of antisocial behavior may include, excessive noise, graffiti, drinking or drug use which leads to people being rowdy and causing trouble, large groups hanging about in the street or near to site boundaries (if they are causing, or likely to cause, alarm and distress) and litter problems.

- Bearsden: [GreaterGlasgowLPSTMilngavie@scotland.pnn.police.uk](mailto:GreaterGlasgowLPSTMilngavie@scotland.pnn.police.uk)
- Drumchapel: [GreaterGlasgowLPSTDrumchapel@scotland.pnn.police.uk](mailto:GreaterGlasgowLPSTDrumchapel@scotland.pnn.police.uk)
- Glasgow City Council's Community Relations Unit at <https://www.glasgow.gov.uk/reportasb> or call 24 hour helpline on 0800 0273 901
- Call 101 if you need advice or to report a crime, or 999 if it is an emergency

We anticipate that both Scottish Water & Glasgow City Council works will be completed by mid-October. We will continue to provide regular updates to customers.

Both Scottish Water and Glasgow City Council would like to thank you for your continued patience and understanding whilst we carry out this essential work.

Yours sincerely

*Nicole McColgan*

amey-binnies Regional Communications Advisor