

## FLOOD 2014 IN TWYFORD

### DIARY OF EVENTS

12th January - the first indication that the water levels were rising - cellars around the village end of Hazeley Road start to show water, and the springs in the Watson's field (opposite the Parish Hall car park) start to bubble. The spring on Finches Lane opposite St Mary's Terrace was flowing.

The meadows started to flood before this date.

On the route of the Bourne ponds appeared and gradually increased.

David Sullivan taking daily readings from bore hole and circulating with bulletin of the progress of the water on Hazeley Road.

22nd. January -HCC checked the drains on the route of the Bourne through the village. Many residents started to pump water away from their properties - Army Row Cottages, Twyford Post Office and Stores, Cask House, Littlebourne Lodge.

4th February the Parish Council informed vulnerable properties to prepare for flooding and purchased/filled sand bags for villager and emergency use. A careful note of the river level was made.

5th February - toilets begin to fail - Army Row Cottages, St Mary's Terrace.

7th February - water started gathering around the Gilbert Room of the Parish Hall. That evening there was suddenly a significant flow across Bourne Lane and from the prep school field into Hazeley Road. Parish Councillors tried to block the water from entering the Gilbert Room but failed.

8th February- the Bourne was seriously flowing and the depth increased, the Parish Hall car park was filling with water. Between Littlebourne and the traffic lights the Hazeley Road drainage was overwhelmed and the Bourne entered the village across the entire width of Hazeley Road. Properties on Finches Lane- 3 bungalows, Sycamore House and St Mary's Terrace and houses on the opposite side of Hazeley Road from the Parish Hall started pumping water from their gardens. Toilets were unusable in St. Mary's Terrace and much of Hazeley Road. Portaloos were placed for residents.

Volunteers erected barriers and put out cones to direct the traffic safely through the water, and placed more sand bags around vulnerable properties, this continued with help from HCC Highways, and Rob Humby - District Councillor - throughout weekend.

9th February. levels still rising. Sewage appearing in gardens of St Mary's Terrace and in Parish Hall Car Park. Water bubbling out of sewers in Hazeley Road. HCC took the decision to close Hazeley Road due to the serious risk of flooding to residential property. A rota was organised to man the barriers at the High Street and at the junction of Bourne Lane; their objective was to explain to drivers why they could not drive round the barriers and help them find alternative routes. Arrangements made to:-

Open the entrance to the Hazeley Enterprise park through \Northfields.

Man the barrier at Morestead end of Hazeley Road.

Inform parents of Twyford Prep School not to approach the school via Hazeley Road.  
Transfer Twyford surgery patients to the Colden Common Surgery.

Made more sandbags

Asked all village residents to minimise water usage to ease flooded sewers

The water collected outside the Old Fire Station to a depth of 1 foot and more. HCC sucked out the drains.

10th February. Barriers manned, volunteers organised parking for shop and surgery. River levels very high. Tom Waldren (HCC) inspected again.

11th February. It was agreed that more sandbags were required - environment agency donated bags, TPC purchased sand, volunteers filled bags. Water level rose outside the Old Fire Station – sandbags raised for threatened properties; large pump brought into operation to pump water directly into culvert.

12th February. Rained for 2 hours when water level suddenly rose outside the Old Fire Station. Large pump set to again pump water directly into culvert. River levels very high, culvert very full. Borrowed generator.

13th February. Weather good but following the experience of the previous day and the dreadful weather forecast for the next day, prepared more sandbags, HCC sucked out drains. Set up Incident Room in Cask House garage. Fire and Rescue Service visited. First signs that Bourne starting to flow with less power. EA/WCC began damming the River Itchen north of Winchester.

14th February. Very stormy day, but water levels did not rise significantly in Twyford although it did at Morestead. WCC installed "posh" loos at the Old Fire Station. Fire and Rescue visit. Power interruptions during overnight storm, but none lengthy.

15th February. Bourne continued to reduce in power. Storm damage - trees down, masonry fell from Parish Hall. Riverside cottages - sewage in garden. Work started to clear the Parish Hall Car Park lake.

16th February. -Volunteers again worked on Parish Hall Car Park - will need small pump to maintain levels. Moved barrier back to Parish Hall car park. Established from reliable source that Southern Water were pumping significant amounts of water direct from Hazeley Boreholes to Solent, and had been for several weeks.

17th February - Bourne continued to reduce in power; rainfall less than predicted. More work on Parish Hall Car Park - opened for patient's parking with electric float pump to maintain water level.  
River levels beginning to drop.

18th February. Tom Waldren -HCC assessed that tomorrow it may be possible to open the road as far as Bourne Lane.

19th February. - Water levels dropped overnight therefore opened the length of Hazeley Road with signage, cones and sand bags to protect properties.

20th February - Southern Water commenced inspection of sewers and tanker pumping sewage from manhole by Parish Hall Car Park. Annette – S Water public relations officer visited residents to assure them that the problem would be solved.  
21st February - Sewers beginning to work. "Posh" loos removed

24 February – Southern Water still pumping from sewers to tankers, 5<sup>th</sup> day. Tanker removed later in the day –Despite S Waters announcement that all toilets were now working -Army Row Cottages, Leyland House and the Post Office still unable to use the sewer. St Mary's Terrace sewers working.

25<sup>th</sup> February Sewer manhole cover not replace therefore all could see levels rising-reported to S Water reporting open manhole and levels rising. When no response at 4.45pm further email sent copied to councillors and Winchester emergency hub. Winchester contacted S Water and sent team to make open sewer safe

26<sup>th</sup> February Early am. Environmental Health – Winchester asked S Water to take action. Mike James and Joel Hufford phone and seemed unable to believe that properties on Hazeley Road had not been relieved from blocked sewers. Later that day it was decided to clear the lateral drains, and deal with the manhole cover and the order was raised with contractors.

27<sup>th</sup> February Situation deteriorated Sewer manhole in Parish Hall car park started discharging re-flooding the Gilbert Room and car park. Reported situation to S Water and asked why contractors had not arrived. Winchester Environmental Health also asked S Water for update. Mike James expected the work to be completed this day, but asked that all customers without working sewers phone to the help line. Later contractors arrived but only to review the problem not to take action.

28<sup>th</sup> February Early am – beginning of 4<sup>th</sup> week without working sewers for some - a pleading email sent! Annette arrived and ordered tanker and jetting. Tanker arrived during afternoon, jetter arrived evening. Later team shut road to repair and fit new manhole cover. Sewer jetted by midnight- sewer was flowing well.

1<sup>st</sup> March By early morning Gilbert Room and Parish Hall car park were dry and tanker stopped removal from sewer – levels too low. All toilets working on Hazeley Road.

2<sup>nd</sup> March mid-day – sewer levels rising in St Mary's Terrace and backing up to Hazeley Road – pumps and bungs reinstalled. Much reporting to S Water – eventually ordered tanker. Alerted villagers to limit use of sewers.  
By evening the sewers had discharged into gardens of St Mary's Terrace to above ankle level and rising. Operative from Clancy Dowcra didn't show but tanker arrived from Margate at 10pm and with help from villagers started to remove sewage and discharged further down the system by - passing the blockage.

3<sup>rd</sup> March Following continuous tankering through the night the situation was much improved. S Water not prepared to jet the system but will leave the tanker on site, later the decision reversed and jetting ordered. Tanker driver reported that he was removing large strings of fat from sewer. We alerted Hazeley Enterprises ? fat could

be from Jude's ice cream or Caracoli, also alerted Twyford Prep School who assure us that they have a fat filter/collector

#### Unresolved issues as of 3<sup>rd</sup> March

Bourne is still running but at a diminishing level, some pumps still needed.

Gilbert Room flooring removed but drying and remedial work to whole building to be agreed by Trustees and Insurers

Sewer problems ongoing - still being worked on

4<sup>th</sup> March Jetting of Crescent, Churchfields and Finches Lane undertaken last evening situation seems resolved, but tanker to stay for a while.

5<sup>th</sup> March Tanker driver still on site, he reports that all is flowing well, but some ground water entering sewer in The Crescent. Meeting in Parish Hall called by Steve Brine with PC, Environment Agency, HCC, S Water, Rob Humby.

6<sup>th</sup> March Tanker driver is sucking out very little. S Water will stand him down. Have asked Phil Tidridge to arrange for removal of Portaloos having consulted with John Dickson.

7<sup>th</sup> March Tanker driver still here. Portaloos not moved.

8<sup>th</sup> March Car Park tidied – sandbags piled into 1 parking bay. Broken surface surrounded by cones. Pump and pipes returned to John Painton. Cloke-Brownes garage mostly cleared.

10<sup>th</sup> March Asked for Colden Common pumps to be collected ready for return

11<sup>th</sup> March Contacted HCC – asked to be informed when sand bags would be removed.

12<sup>th</sup> March Contacted S Water asking that broken manhole cover be removed from Parish Hall car park

#### *Situation on going*

27<sup>th</sup> March Spring still running from Watson's field and Finches Lane, Richard Sellars and Sullivans still pumping 2 or 3 times a day. WCC web site appears to say that sand bags will not be collected. Email to Tom Waldron

#### SUMMARY

19 Properties with flooding and often sewage within their gardens.+

Gilbert room Flooded

Post Office- a certain amount of water within the premises,

15 Properties without the use of sewers.

16 Properties using pumps – sometimes more than 1.

**BUSINESSES/GROUPS PROVIDING NOTABLE ASSISTANCE:**

Matt Riley Humphries Farms

Twyford Dentist

Twyford Prep School

Capstone Properties

Multi-turn

Fishers Pond Fisheries

Colden Common Parish Council

Twyford Surgery

Richard and Sam Gould

Nigel (Old Bakery)

David Sullivan

Chris and Ronnie Cloke Browne

Rob Humby (HCC)

Andy and Lucy Roberts (EA)

Pump operators/bung fitters – The Lampard family, Andrew Mansell, Ken Walker

People who manned barriers 9 Feb to 19 Feb 6am to 9pm

Sandbag fillers

Parish Councillors

Sandwiches and drinks – Lampard family, Wendy Sullivan

**PARISH COUNCIL EXPENDITURE**

Sandbags from various sources £1,700 (approx. 1,700 purchased or made)

2000 empty bags donated from EA

Approx 200 filled bags provided free by WCC/HCC

Diesel (donated)

Portaloos (WCC)

Report compiled by :-

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