

SUPPORTING PLANNING STATEMENT

Date: 17 August 2026

Planning Statement by R&R Architecture

Report produced by Rabbia Rizwan

DESCRIPTION: Extension of Time Request (12 Months) for a Temporary Access Track to Facilitate the Implementation of Planning Permission Ref. 12385/APP/2023/2652 – Erection of a Two-Storey Detached Dwelling with Associated Parking and Landscaping.

LOCATION: Old Orchard Lodge Cottage, Park Lane, Harefield, UB9 6HJ

APPLICANT: Mr Ammar Khaliq

CONTENTS SUMMARY

1. INTRODUCTION
2. DRAWINGS AND PLANS/TECHNICAL DOCUMENTS SUBMITTED
3. SITE OVERVIEW & BACKGROUND OF DEVELOPMENT
4. PLANNING HISTORY
5. THE PROPOSAL
6. CIRCUMSTANCES NECESSITATING THE REQUESTED EXTENSION OF TIME
7. PLANNING POLICY
8. PLANNING ASSESSMENT
9. DESIGN/VISUAL AMENITY/HERITAGE IMPACT/COUNTRYSIDE IMPACT
10. NEIGHBOUR AMENITY
11. BIODIVERSITY
12. HIGHWAY SAFETY
13. PLANNING MERITS AND CONCLUSION

1. INTRODUCTION

This statement has been commissioned and submitted in support of a planning application seeking a further one-year extension of the temporary access track, subsequent to the previously approved 12-month extension of time under planning reference **12385/APP/2024/609**, to facilitate the construction of a detached dwelling permitted under planning reference **12385/APP/2023/2652**.

The statement provides an assessment, context and rationale for the proposed scheme, having regard to relevant local and national planning policies and guidance

2. DRAWINGS AND PLANS/TECHNICAL DOCUMENTS SUBMITTED

This Planning Statement should be read in conjunction with the plans, reports and technical information provided.

3. SITE OVERVIEW & BACKGROUND OF DEVELOPMENT

A planning application for the provision of a temporary access track for a period of 12 months was approved on 17 May 2024. This followed a material commencement of works pursuant to an earlier planning permission for a dwelling under reference **69790/APP/2021/2451**. Subsequently, planning permission was granted in November 2023 for a revised dwelling on the site of the former Old Orchard Lodge Cottage. The Old Orchard Lodge Cottage was demolished pursuant to planning permission reference **12385/APP/2016/2040** in 2016.

Demonstrable progress has been made towards the construction and completion of the replacement dwelling under the grant of planning permission reference **12385/APP/2023/2652**. However, due to unforeseen circumstances, completion is not anticipated within the 12-month period. The reasons for the delay, together with the relevant circumstances and grounds supporting a further extension of time, are set out within this statement.

The host dwelling and the application site are located at the fringe of Harefield Village accompanied by a group of properties accommodating Old Orchard Lodge, Old Orchard Cottage and Old Orchard Public House. In terms of the setting, Old Orchard Cottage lies to the north west, and Old Orchard Public House is located to the south, the latter two properties benefitting from separate vehicular access arrangements, to the west.



As a permanent access arrangement, the dwelling is served by an existing shared, narrow, private drive situated to the south side of Park Lane. The access is shared with Old Orchard Lodge which is located immediately to the north of the site. Old Orchard Lodge is positioned immediately adjacent to the shared access, with a mature oak tree

positioned directly opposite. Stone pillars and walls, together with mature boundary hedgerows, define the drive boundary and are positioned adjacent to, and slightly set back from, Park Lane, resulting in restricted visibility.

The application site forms part of a field within the applicant's ownership. It is situated immediately east of the permitted dwelling and Old Orchard Lodge, with the sites partially separated by established hedgerows and mature vegetation. The northern boundary of the site is defined by mature trees adjoining Park Lane.

The site lies within the Green Belt and Harefield Village Conservation Area as identified in the Hillingdon Local Plan: Part One - Strategic Policies (November 2012).

4. PLANNING HISTORY

Planning Reference 12385/APP/2018/1199 - Installation of driveway

Refused: 14 June 2018, for the following reasons:

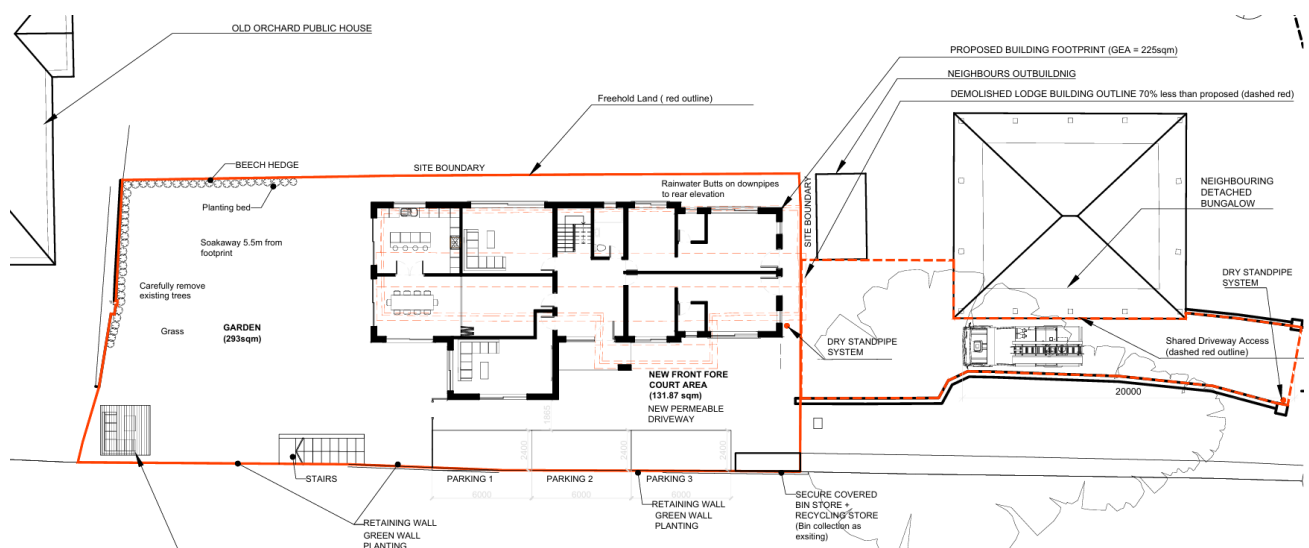
1. The proposed access and driveway represents inappropriate development within the Green Belt and by reason of its overall size and scale would represent a visually intrusive form of development which would be detrimental to the open character and appearance of the Green Belt.
2. The proposal, by reason of the position, size and scale of the proposed access/driveway would be detrimental to the character, appearance and visual amenities of the street scene and would fail to either preserve or enhance the character or appearance of the surrounding Harefield Village Conservation Area.

A subsequent proposal under planning application reference **12385/APP/2018/2770** was also refused on 27 March 2018. The site of the extant dwelling has a fairly extensive planning history. However, aside from noting that there are earlier permissions for a dwelling on the land, including **69790/APP/2021/2451** which is considered extant, the remaining history is not of particular relevance to the determination of this application.

Planning Reference 12385/APP/2023/2652 - Erection of a two-storey, detached dwelling house with associated parking and landscaping

Approved: 10 November 2023

An excerpt of the approved site plan for the dwelling is illustrated below, demonstrating the relationship of the dwelling with that of Old Orchard Lodge, the narrowness of the shared access drive, and the proximity of Old Orchard Lodge to that shared access drive.

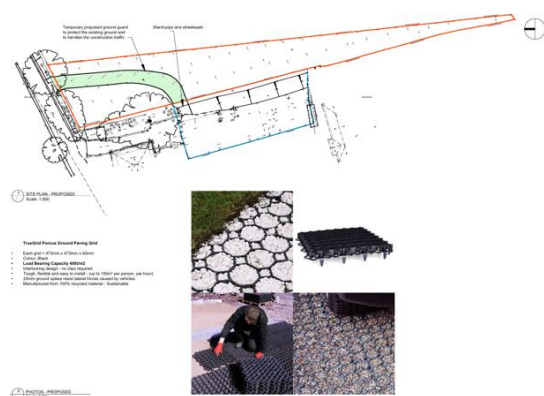


Planning Reference 12385/APP/2024/609 - Erection of a temporary access track (12 months) Approved: 17 May 2024

5. THE PROPOSAL

This application seeks a further 12-month extension of the previously approved temporary access track. This follows the grant of a 12-month extension under planning reference **12385/APP/2025/1365**, which will elapse in September 2026.

The initial temporary access track was granted permission for a period 12 months under application reference **12385/APP/2024/609**. The access track is required to facilitate the construction of a detached dwelling permitted under planning reference **12385/APP/2023/2652**.



The access track is required due to ongoing difficulties experienced by the site owners in accessing the property for construction purposes via the existing shared access with the neighbouring property. The neighbouring property owners have actively prevented or otherwise obstructed, construction traffic from accessing the site, creating significant operational difficulties and delays. These difficulties are not unique to the current site owners, as similar issues and interference were also encountered by the previous owners prior to the site's acquisition by the applicant. This recurring history further demonstrates the necessity of retaining the temporary access track to facilitate the completion of the applicant's self-build dwelling.

The provision of a temporary access track would provide a dedicated and independent route for construction traffic, thereby removing reliance on the shared access. This would effectively eliminate the potential for access-related conflict with the neighbouring property and minimise any associated impacts on neighbour amenity for the duration of the construction works.

The original access arrangement was far from ideal for accommodating construction traffic. The access is relatively narrow, provides limited visibility at its junction with Park Lane, and is located in close proximity to the neighbouring property.

Reducing the volume, frequency, type or size of construction traffic would not be a viable or proportionate measure, as this would unnecessarily prolong the construction programme and, consequently, extend the period of noise, disturbance and disruption associated with construction vehicle movements and the development of the dwellinghouse. This would ultimately be to the detriment of all parties.

Accordingly, temporary planning permission was sought for the creation of a dedicated access track to the east of the existing shared access, which was subsequently approved in May 2024. The approved access is taken directly from Park Lane, to the east of the existing shared access, and is positioned between two existing trees. From Park Lane, the track extends approximately 50 metres into the field, providing a direct connection to the application site and the approved dwelling.

There is no significant visibility of the access track due to its low-key design at ground surface level owing to the existing topography and screening provided by the boundary foliage, which helps to soften its visual impact.

Views of the track from the lightly trafficked public highway, to passing motorists and pedestrians, are likely to be in the form of glimpses. There is no loss of hedgerow and the gaps remain consistent with previously observed gaps.

Additionally, views would be seen against the backdrop of the existing field boundary and have little if any effect on the overall openness of the land.

Notably, the continued use of the temporary access track is intended to remain strictly time-limited and will be retained only for the period necessary to facilitate and complete the construction works. The track has been formed with a suitable hardcore sub-base, providing a stable and appropriate surface capable of accommodating construction vehicles throughout the temporary period.

The nominal quantity of topsoil removed has been retained in the paddock adjoining the track, which will be reinstated as part of the scheme for restoration of the land to its former condition.

6. CIRCUMSTANCES NECESSITATING THE REQUESTED EXTENSION OF TIME

As set out earlier, this statement submission is in support of the retention of the temporary access track for an additional period of 12-months, which is necessary to facilitate the completion of the applicant's self-build dwelling.

One significant setback arose from the considerable time spent liaising with Thames Water, including multiple site visits to establish responsibility for the necessary replacement of the combined foul and surface water drain serving the property. The applicant has committed significant time and resources to investigating the underlying cause of the damage and establishing responsibility for undertaking the necessary repairs. This has included pursuing the matter with the Thames Water complaints department, escalating the matter to the Consumer Council for Water (CCW) and commissioning a CCTV survey of the drain, which was undertaken by Express Solutions Group on 9 June 2026. The survey revealed that the existing drainage system is in poor condition and requires complete replacement as part of their recommendation, which has contributed to the overrun of the site works.

Drainage issues have been further compounded by ongoing difficulties experienced by the site owners with the neighbouring property owners, who are withholding the necessary easement consent required to undertake the works.

In addition, the unforeseen drainage related works have disrupted the agreed schedule of works with the principal contractor. Due to the site overrun, the contractor has been unable to accommodate works to the property at short notice, as doing so would conflict with their pre-existing commitments and scheduled works at other sites.

The prolonged site overrun has also resulted in significant unforeseen costs, placing additional financial pressures on the project. Securing the necessary funding to meet these unanticipated expenses has inevitably contributed to further delays in progressing the development.

As discussed above, the access track is required for the construction traffic to safely access the site and is essential to the efficient operation of the construction of the dwelling. We therefore request that permission be granted for a 12-month time extension, to enable the applicant to complete the project in a safe, orderly, and compliant manner.

Attached to this statement is an appendix containing the evidence discussed above, including the consent request issued by Alexander Shaw Solicitors, the CCW complaint acknowledgement, the drainage report, and current photographs of the development.

7. PLANNING POLICY

Section 38(6) of the Planning and Compulsory Purchase Act 2004 confirms that if regard is to be had to the Development Plan for the purpose of any determination to be made under the Planning Acts the determination must be made in accordance with the plan unless material considerations indicate otherwise.

The Development Plan for the area comprises the Hillingdon Local Plan Part 1 (2012) and Part 2 (2020): The National Planning Policy Framework (the Framework) and The London Plan - The Spatial Development Strategy for London consolidated with alterations since 2011 (2016) are material planning considerations.

The following policies and guidance are considered relevant to the determination of this application: DMEI 2 Reducing Carbon Emissions

DMEI 4 Development on the Green Belt or Metropolitan Open Land
 DMEI 7 Biodiversity Protection and Enhancement
 DMEI 9 Management of Flood Risk
 DMHB 1 Heritage Assets
 DMHB 11 Design of New Development
 DMHB 12 Streets and Public Realm
 DMHB 14 Trees and Landscaping
 DMHB 4 Conservation Areas
 DMT 1 Managing Transport Impacts
 DMT 2 Highways Impacts
 LPP D4 (2021) Delivering good design
 LPP D5 (2021) Inclusive design
 LPP G2 (2021) London's Green Belt
 LPP G7 (2021) Trees and woodlands
 LPP HC1 (2021) Heritage conservation and growth
 LPP SI1 (2021) Improving air quality
 LPP SI12 (2021) Flood risk management
 LPP SI13 (2021) Sustainable drainage
 LPP SI2 (2021) Minimising greenhouse gas emissions

8. PLANNING ASSESSMENT

Principle of Development and Green Belt

Paragraph 142 of the National Planning Policy Framework (NPPF) confirms that the fundamental aim of Green Belt policy is to prevent urban sprawl by keeping land permanently open; with openness being the essential characteristic of Green Belts.

It further outlines that inappropriate development is, by definition, harmful to the Green Belt and should not be approved except in very special circumstances.

When considering any planning application, local planning authorities should ensure that substantial weight is given to any harm to the Green Belt. 'Very special circumstances' will not exist unless the potential harm to the Green Belt by reason of inappropriateness, and any other harm resulting from the proposal, is clearly outweighed by other considerations.

Paragraph 155 of the Framework sets out that engineering operations do not constitute inappropriate development within the Green Belt provided they preserve its openness and do not conflict with the purposes of including land within it. Firstly, in respect of the purposes of including land within the Green Belt, it is acknowledged that the proposal, to a limited degree, conflicts with criteria c) to assist in safeguarding the countryside from encroachment. However, this is mitigated by the scheme's temporary nature and by the fact that it can be controlled by conditions.

Paragraph: 001 Reference ID: 64-001-20190722 of the National Planning Practice Guidance (NPPG) has been updated to reflect relevant judgements, and confirms; "Assessing the impact of a proposal on the openness of the Green Belt, where it is relevant to do so, requires a judgement based on the circumstances of the case. By way of example, the courts have identified a number of matters which may need to be taken into account in making this assessment. These include, but are not limited to:

- openness is capable of having both spatial and visual aspects – in other words, the visual impact of the proposal may be relevant, as could its volume;
- the duration of the development, and its remediability – taking into account any provisions to return land to its original state or to an equivalent (or improved) state of openness; and
- the degree of activity likely to be generated, such as traffic generation."

With regards to the above matters, the retention of the track in itself for a period of 12 months would again have some impact on openness, albeit, being very limited, as set out below:

By virtue of the ground-level siting and modest scale of the proposed access, its visual impact is considered to be very limited. The access track is not readily apparent from public vantage points, being substantially screened by existing trees, hedgerows and buildings within the surrounding area. Where visible from Park Lane, the track would be perceived only in occasional glimpsed views from a lightly trafficked section of the road.

The proposal does not result in the loss of any hedgerow, and the existing gaps within the boundary remain consistent with those previously observed. Any views of the access would be experienced against the backdrop of the existing field boundary and would therefore have little, if any, effect on the perceived openness or visual character of the land.

In spatial terms, the access has been designed and constructed to the minimum extent necessary to perform its intended function of facilitating efficient construction of the approved dwellinghouse. It is neither excessively engineered nor unnecessarily long or wide, ensuring that its temporary nature and limited purpose are clearly maintained.

The development is entirely remediable, and is for only a very limited time period. The applicant is willing to accept conditions to ensure that the temporary track is removed and restored to its former condition. Very limited engineering operations will be required for its formation, remediation will be simple, quick, and entirely effective.

The temporary access would not generate any additional traffic. Rather, it would reduce the amount and duration of vehicular activity associated with the construction of the approved dwellinghouse by providing a more suitable and efficient route for construction traffic. This would facilitate a more proficient construction programme and reduce the overall period of vehicle movements compared with continuing to rely on the existing narrow shared access.

In view of the fact that the proposed scheme constitutes inappropriate development for the reasons set out above, it is necessary to demonstrate that very special circumstances exist which would justify the proposal.

Very special circumstances

As highlighted earlier, the Framework states that 'Very special circumstances' will not exist unless the potential harm to the Green Belt by reason of inappropriateness, and any other harm resulting from the proposal, is clearly outweighed by other considerations.

In this instance there are clear very special circumstances:

Construction traffic associated with the approved dwelling has given rise to ongoing conflict with the occupiers of the neighbouring property, resulting in the obstruction of access required for the works. This, in turn, has the potential to significantly prolong the construction period for the dwellinghouse, leading to further disruption and additional amenity impacts. This situation is not sustainable and cannot reasonably continue. The proposed temporary access would eliminate the source of the conflict, remove any resulting impacts on neighbouring amenity, and facilitate the timely completion of the works.

The existing shared access is constrained by its narrow width, heavily worn and unsuitable for construction and delivery vehicles necessary to facilitate the safe and efficient construction of the dwelling. The proposed temporary access removes this limitation in its entirety.

The proximity of Old Orchard Lodge to the permanent shared access drive, particularly the overhanging veranda, increases the risk of accidental damage from construction vehicles. The proposed temporary access would eliminate this risk entirely by removing the need for construction traffic to use the narrow shared access route.

The continued use of the current shared access drive compounds existing access issues and highway safety concerns, it adversely impacts surrounding road users and the operation of the local highway network. Conflict and disruption caused by congestion and queuing traffic on Park Lane are entirely avoidable through a more suitable access arrangement.

Visibility splays at the junction with Park Lane and the shared access drive are severely limited. The proposed access provides for greater visibility splays, and removes any conflict with pedestrian and vehicular movements associated with Old Orchard Lodge, and the public house which has an entrance located immediately next to the shared access drive around a blind bend. As such, the proposal would result in a material improvement to highway safety.

Reliance on the existing shared access as the sole means of site entry would substantially extend the duration of the construction phase, owing to the constraints it imposes on construction traffic and site operations. The proposed temporary access would remove these constraints and help ensure that construction can be completed within a 12-month timeframe.

The extended duration of the construction phase, together with any necessary changes to construction vehicle types, deliveries arrangements, and delivery frequencies, would result in unnecessarily prolonged adverse impact on the environment, including the conservation area. The proposed access track will reduce the duration of this impact.

Visibility is limited owing to existing boundary treatments on both sides of the access point. The proposed temporary access is set further apart from the blind bend leading to the public house which will increase visibility splays for the betterment of highway safety, and remove any conflict with pedestrian and vehicular movements associated with Old Orchard Lodge and the public house.

9. DESIGN/VISUAL AMENITY/HERITAGE IMPACT/COUNTRYSIDE IMPACT

The temporary access track has been purposefully designed to be both minimal and temporary in nature. It will not be over-engineered and will remain a simple, functional solution capable of safely and effectively accommodating construction traffic, while also allowing the land to be readily restored once it is no longer required. As noted previously, its sitting means that it will not be a prominent feature when viewed from public vantage points, owing to existing boundary screening and the curvature of the road.

A Tree Impact Assessment was submitted in support of planning application reference **12385/APP/2024/609**, confirming that the trees located on either side of the proposed access will be retained. As detailed within the assessment, protective fencing will be erected around these trees and the root protection area of the mature oak tree will be safeguarded throughout the construction period. Any effect on the character and appearance of the Conservation Area will be limited and temporary. Furthermore, the proposed restoration scheme will ensure that no permanent harm occurs and has the potential to deliver an overall enhancement to the site following completion of the works. Notwithstanding this, there is a clear public benefit in permitting the temporary access in that it will significantly reduce construction time associated with the extant permission whilst improving highway safety through the safe management of construction vehicle movements, thereby minimising the potential for conflict with pedestrians, cyclists and other motorists. The impact on the character and appearance of the area will be very limited and entirely temporary.

10. NEIGHBOUR AMENITY

The proposed extension of time request for the use of the temporary access track will not adversely affect neighbouring properties by virtue of its scale, location and design. As outlined previously, one of the principal purposes of the track is to minimise the impact of construction activities on the nearest neighbouring property and to reduce the potential for conflict associated with construction traffic movements. In this respect, it will provide a significant benefit. Accordingly, the proposal is considered acceptable in terms of its impact on residential amenity.

11. BIODIVERSITY

Paragraph 186 of the Framework states that if significant harm to biodiversity resulting from a development cannot be avoided (through locating on an alternative site with less harmful impacts), adequately mitigated, or, as a last resort, compensated for, then planning permission should be refused.

For the purpose of this application, it is considered that a time-limited extension of the planning permission will not have any significant short-term impact on biodiversity or result in any long-term disturbance. Ecological enhancements can be achieved through the restoration programme. Biodiversity Net Gain is not applicable to applications submitted prior to 2 April 2024.

12. HIGHWAY SAFETY

The proposed temporary construction access is significantly better suited to its intended purpose than the existing shared access currently relied upon in the event that an extension of time is not granted. It is wider, provides improved visibility splays, and offers enhanced conditions for the safe movement of construction vehicles. Importantly, its use will avoid potential conflicts with traffic associated with the neighbouring property, thereby improving both safety and operational efficiency.

Furthermore, the temporary access will facilitate a more efficient construction process, enabling the approved dwelling to be completed within a shorter timeframe than would be achievable if construction traffic were required to use the existing access. This will, in turn, reduce the overall duration of construction activity and the associated number of vehicle movements entering and leaving the site via Park Lane.

It is also noteworthy that the previously refused proposal for a permanent access at broadly the same location did not give rise to any highway safety concerns. There is therefore no reason to conclude that the current proposal, which relates solely to a temporary access for construction traffic, would result in an unacceptable impact on highway safety.

Should it be considered necessary, the applicant is willing to provide wheel-washing facilities on site to ensure that mud and debris are not deposited on the public highway. The proposal offers clear benefits by facilitating the safe and efficient construction of the approved dwelling while minimising potential conflicts with other road users. Accordingly, the scheme is considered acceptable in highway safety terms.

13. PLANNING MERITS AND CONCLUSION

It is acknowledged that the proposed temporary access track would, to a limited extent, constitute inappropriate development within the Green Belt, insofar as it conflicts with one of the five purposes of the Green Belt, namely safeguarding the countryside from encroachment. It is also accepted that the proposal would give rise to a very modest and temporary impact on openness, both spatially and visually. As such, the development is appropriately assessed as inappropriate development within the Green Belt.

Paragraph 153 of the National Planning Policy Framework requires substantial weight to be given to any harm to the Green Belt. It further states that very special circumstances will not exist unless the potential harm to the Green Belt, by reason of inappropriateness and any other harm resulting from the proposal, is clearly outweighed by other considerations.

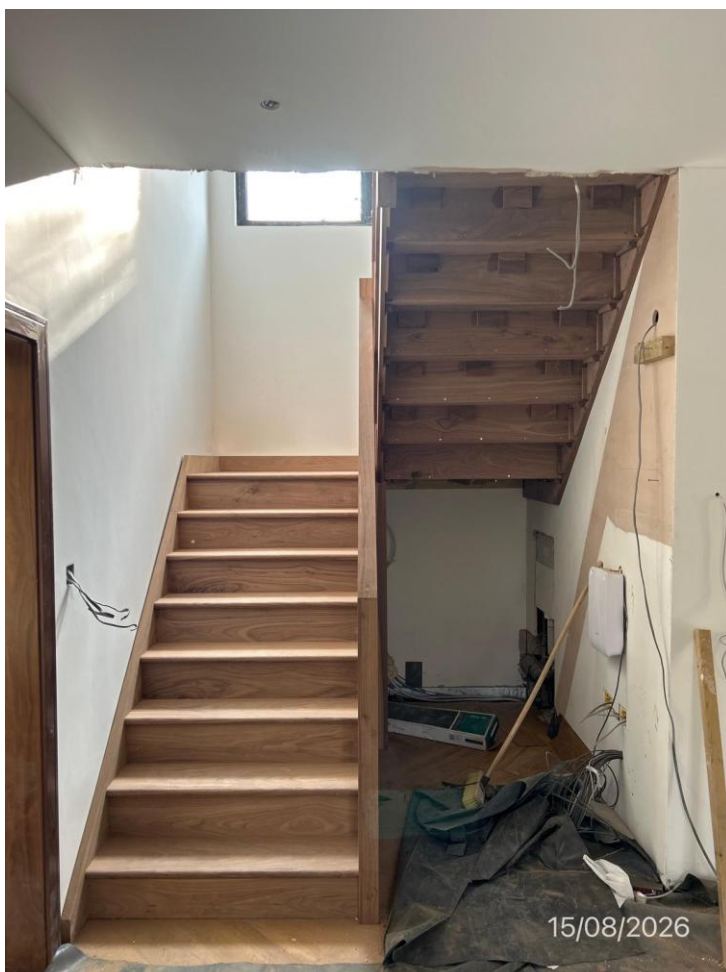
In this case, a number of very special circumstances weigh strongly in favour of the proposal. These include significant highway safety benefits arising from the provision of a dedicated construction access, substantial benefits to neighbouring residential amenity through the reduction of conflict with adjoining properties, a shorter and more efficient construction programme, and a consequential reduction in the environmental effects associated with prolonged construction activity.

Subject to appropriate planning conditions requiring the removal of the access track and the restoration of the land within twelve months, the proposal would not result in any lasting harm to the character or appearance of the Conservation Area, the visual amenities of the locality, or ecological and biodiversity interests. Indeed, the proposed restoration works provide an opportunity to enhance the site following completion of the development.

The applicant has already made demonstrable progress towards the construction of the dwellinghouse, as illustrated by the extract provided within this report. This progress demonstrates the applicant's clear commitment to completing the development and supports the view that, if the requested 12-month extension is granted, there is a realistic prospect of the dwellinghouse being completed within that timeframe. Conversely, in the absence of the extension, the construction programme is likely to be subject to further significant delays, potentially jeopardising the applicant's ability to complete the development altogether.

The identified benefits of the proposal clearly outweigh the very limited, temporary and reversible harm to the Green Belt, if any, including any modest effects on openness and the purpose of safeguarding the countryside from encroachment. Very special circumstances therefore exist to justify the proposed development. Accordingly, it is respectfully requested that the Local Planning Authority grants planning permission for the temporary access track.

APPENDICES







REPORT

Prepared For:
Mr Ammar Khaliq



EXPRESS
SOLUTIONS
GROUP

Date: **13th July 2026**



Ammar Khaliq
Old Orchard Lodge Cottage
Park Lane
Harefield
UB9 6HJ

Date: 13/07/2026

Dear Mr Ammar Khaliq,

RE: CCTV Survey Report

A site survey and CCTV inspection were undertaken to assess the condition and functionality of the existing drainage system, in response to ongoing issues reported at the site.

Summary of Findings

Upon carrying out the CCTV inspection of the drainage line, it was immediately apparent that the system was severely blocked at the mid-section of the drain pipe run. Multiple attempts were made to clear the obstruction using high pressure water jetting equipment. However, the jetting proved ineffective as the equipment consistently pulled back heavy root ingress and general debris, indicating a significant and reoccurring obstruction within the drain.

Drainage Condition Assessment

Based on our observations during the survey and supported by findings from a previous report, the existing drainage system is in poor condition. Notably:

- * There is heavy root infiltration throughout the line, compromising flow capacity and structural integrity.
- * A significant section of the pipe from 6m to 8.5m has collapsed or is likely to be near collapse.
- * Multiple open joints along the drainage run, allowing continued root intrusion.
- * Displaced joints are expected to be contributing to the accumulation of debris within the pipe.

The drainage engineer reported that access to the shared manhole, located via the neighbouring property's driveway was refused by the owner in June 2025. As a result, the investigation was undertaken from the demarcation inspection chamber within the property boundary.

A subsequent drainage inspection was undertaken on 9 June 2026 to clear debris and facilitate a detailed CCTV survey and condition assessment of the pipework from within the property boundary. However, on this occasion, the survey had to be suspended part-way through due to repeated threats of legal action from the neighbour, together with threats to contact the police. Before the drain survey can be rescheduled, assurance is required that there will be no further disruption or interference, ensuring the survey can be carried out and completed without issue.



Recommendations

Given the current condition and effectiveness of remedial jetting efforts, we recommend the following course of action:

Excavation and Replacement of Drainage Line:

The existing drain should be excavated and removed. A new drain line should be installed to ensure long-term reliability and functionality.

We recommend the new drainage pipe is fully encased in concrete. This will provide structural support and prevent future damage from ground movement or heavy tools.

Conclusion

The existing drainage system is beyond viable repair due to extensive root ingress, debris buildup, and structural deterioration. Replacement with a concrete encased drain is the most appropriate and sustainable solution to restore full functionality and prevent recurrence of issues.

Our aim is to always offer the right solutions for your needs. If you feel there is an alternative or wish to discuss our solutions further, please do not hesitate to contact us at any time.

Yours sincerely,

Michelle Fear
Sales and Quotations Manager

Contact Us

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TW18 2QW



EXPRESS
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From: Zoheb Chaudhry <zc@alexandershaw.co.uk>

Sent: 27 November 2025 13:32

To: [REDACTED]

Cc: Basit Raza <br@alexandershaw.co.uk>

Subject: Re: Old Orchard Lodge Cottage: Our Ref: ZC/BR/001852/2025 -

Dear [REDACTED]

I can confirm that we have been instructed on behalf of Mr Khaliq and Ms Jahangir.

Please find enclosed correspondence for your consideration together with attachments.

I can confirm a hard copy has been placed in todays outgoing post.

Kindly confirm safe receipt.

Kind regards,

Zoheb Chaudhry

Solicitor

Address: 552 Harrow Road, London, W9 3QG | **Office Tel:** +44 203 7738 738 | **Fax:** +44 207 2219 399

Direct Dial: +44 203 7738 735 | **Email:** zc@alexandershaw.co.uk | **Web:** www.alexandershaw.co.uk

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CCW - Customer Journey Research

From Consumer Council for Water <survey@ccw.org.uk>

Date Mon 02/03/2026 15:47

To khaliq.123@live.co.uk <khaliq.123@live.co.uk>



The voice for water consumers
Llais defnyddwyr dŵr

Hello Ammar

You recently contacted CCW with a complaint about your water company. We're conducting a short survey to see what people think of the service provided by CCW and how this could be improved. Can you spare 5 minutes to complete the online survey?

We will destroy any information which identifies you as an individual after 6 months but the rest of your responses will be kept for statistical purposes. We adhere to the principles of the Data Protection Act as well as GDPR. [Our privacy policy can be found here.](#)

Please note that the aim of the survey is to gain your feedback on our process and how it could be improved. We will not be able to respond to individual queries or concerns raised in this survey.

However, if you have a concern or query you would like to raise directly, please contact your advisor or call us 0300 034 2222 (England), 0300 034 3333 (Wales).

[Click here to take this survey.](#)

Kind Regards
CCW



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