



I formally request that Anglian Water:

- i) investigate ways to remedy this situation and keep me informed of their investigations and proposed solutions
- ii) refund all sewage charges from August 2008 to date and, in addition, that no charges are levied on our property until this situation has been properly rectified
- iii) agree compensation for past flooding that will adequately cover loss of income, goodwill, reputation and repeat business plus compensation paid to guests
- iv) that a minimum amount is agreed for all future flooding with an additional amounts being levied on top of this minimum if we have had guests occupying the accommodation
- v) to pay for the carpets in the accommodation to be professionally cleaned by a Company of our choice and at a time convenient to us. This has already been arranged, by permission of Mr Crerand, Collections Manager and I will be invoicing you for payment once the work is carried out. I expect the invoice that I submit to be paid promptly
- vi) repair and maintain the lane and drain covers that have been damaged by the increased tankering
- vii) clear the drainage ditch of all debris so that is free flowing, this ditch is a health hazard due to the amount of sewage that has flown into it and I do not have the necessary equipment to safely perform this task myself
- viii) ensure that tankers are sent promptly when the overflow alarm is triggered
- ix) ensure that clean-up is given a priority at The Chequers, preferably within 24 hours
- x) provide me with a copy of your Guaranteed Standards.

Yours sincerely

Debbie Germain (Cllr)

Cc: Consumer Council for Water
Dr Daniel Poulter, MP
Kettleburgh Parish Council