Compensation help and advice for you
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We care about how our work may affect you, your family and your business.

Your quality of life is important to us. We are absolutely committed to ensuring we do what we can to reduce the impact of our work on residents, businesses and the community.

Part of our work is to understand how we can help you during construction of the Thames Tideway Tunnel. That includes access to a free, independent service you can contact for advice, or if you believe we have got something wrong.

We are already dedicated to using construction techniques and equipment at our sites that will reduce disruption. We will also be continually monitoring and addressing all possible impacts on surrounding properties.

Despite this, we recognise that common causes of disturbance may arise, due to such things as:

- noise
- dust
- vibration
- air quality
- light interference from our work sites at night
- access restrictions
- damage to property as a result of construction.

Before construction starts we will be asking a number of residents and businesses whether we can help reduce disruption by undertaking some work at their property. This may include fitting secondary glazing to provide additional noise protection while construction work is being carried out nearby. In a small number of extreme cases, it may be more appropriate to discuss the option for temporary re-housing during periods where there is potential for exceptional disturbance.

Disturbance from construction work could result in financial loss to owners of rented properties and business premises next to our construction sites. We have identified businesses we believe to be affected and will contact them. However, if you have concerns please contact us.

We will always assess any request before offering to carry out work to properties. Once main construction of the Thames Tideway Tunnel has begun, if you believe our original assessment is different from what you are experiencing, please contact us immediately and we will investigate your concerns.

Frequently Asked Questions

How we can help

How can I get more information?
An Independent Advisory Service will answer any questions you may have. Specialist advisors are available 9am to 5.30pm, however our customer helpline team can arrange for you to be contacted the next working day.

What if I disagree with the advice I am given?
If you are not happy with the advice or the offer made to help you, the Independent Compensation Panel will then look at your situation and assess any concerns or pending claims. Any offer will be made subject to specific conditions and will likely include mitigation works or other required actions to reasonably reduce the ongoing disturbance.

Managing noise levels

How will you limit noise levels?
All the sites will be different and so we need to make sure we use the most effective construction techniques and equipment to reduce noise.

At the main tunnel sites we will erect a large warehouse type building directly over the main working area. We will also be monitoring the impacts of our construction so that we remain within the approved environmental limits for the site, as stated by the local borough council.

Where we identify that noise cannot be reduced to reasonable levels, we would offer noise insulation such as secondary glazing for those properties most affected, or, where it might be appropriate, an offer of temporary re-housing.

What is secondary glazing? (see illustration opposite)
Secondary glazing works best when closed, so additional ventilation is often required. The package includes a ventilator unit in a slim metal cover, fitted inside the room to an outside facing wall (a 75-100mm hole is drilled through the wall, through which the fan draws in air from the outside).
On a south facing window, secondary glazing may make the room too hot. In these cases, blinds can be fitted between the main window and the secondary glazing to minimise this effect.

The option for secondary glazing may not apply for all rooms. In most cases only the principle habitable and reception rooms (e.g. living/dining and bedrooms) on the eligible sides of the building would be considered.

If your property is a listed building, it may be necessary for us to obtain listed building consent to undertake this work.

Is secondary glazing the same as double glazing?

No, secondary glazing will usually comprise a separate pane of glass in its own frame (wood, metal or plastic) installed 100-200mm inside the existing window. The existing window will remain in place. Secondary glazing can be opened for cleaning or ventilation.

Double glazing consists of two panes of glass in the same casing, typically around 20mm apart which replace the existing window.

What if I already have double glazing?

The noise assessments are based on the expected noise immediately outside the building so the type of glazing you currently have installed would not affect your eligibility under the scheme. You are not obliged to accept the offer of insulation if you do not think you need it.

We can advise as to the effectiveness of any currently installed secondary or double glazing and the potential benefits of adding further secondary glazing.

You may, at your own discretion, and accepting the reduced level of noise attenuation, choose only to have ventilation units and/or blinds installed.

What if a landlord won't agree to any suggested improvement?

Any improvements must be agreed with the property owner. If the landlord would like more information or to find out more about secondary glazing then we would be happy to advise and answer any questions.

Live near or above the tunnel

I live above the tunnel route. What do I need to do?

Nothing at the moment. We will contact you before any works start in your area. We have a leaflet explaining how we would deal with any ground settlement caused by tunnelling or construction activity, what this means for owners and how we would protect your property.

If you would like more information contact us.

Selling your property

I would like to sell my property and move. What are my options?

If you are trying to sell but have been unable to do so because of the project and you would as a consequence suffer exceptional hardship, we may be able to help. The Exceptional Hardship Procedure will continue to be available for the duration of the construction works.

All of our leaflets are available online on our website www.thamestidewaytunnels.co.uk or on request.

For more information about the Thames Tideway Tunnel or the Independent Advisory Service

Call: 0800 0721 086 Lines are open 24 hours a day
Visit: www.thamestidewaytunnels.co.uk
Email: info@tidewaytunnels.co.uk

If you have questions about our other activities

Visit: www.thameswater.co.uk

For water or wastewater enquiries call: 0845 9200 800 Lines are open 24 hours a day (Minicom or TypeTalk: 0845 7200 898)

For billing or account enquiries call: 0845 9200 888 Lines are open weekdays from 8am - 8pm and on Saturday from 8am - 1pm (Minicom or TypeTalk: 0845 7200 899)

For our language interpretation service call: 0800 0721 086

For information in Braille or large print call 0800 0721 086