



John Layte &lt;johnlayte@gmail.com&gt;

---

## Water supply at Winter Cottage, Annexe Winter Cottage, Goonhillend Goongumpas

1 message

John Layte &lt;john@layte.com&gt;

27 October 2016 at 19:34

To: "sbird@southwestwater.co.uk" <sbird@southwestwater.co.uk>, "cloughlin@southwestwater.co.uk" <cloughlin@southwestwater.co.uk>, "tsymons@southwestwater.co.uk" <tsymons@southwestwater.co.uk>, "waterregs@southwestwater.co.uk" <waterregs@southwestwater.co.uk>, "custrel@southwestwater.co.uk" <custrel@southwestwater.co.uk>, "ragould@southwestwater.co.uk" <ragould@southwestwater.co.uk>, "asymonds@southwestwater.co.uk" <asymonds@southwestwater.co.uk>, "mailbox@ofwat.gsi.gov.uk" <mailbox@ofwat.gsi.gov.uk>, "tony.smith@ccwater.org.uk" <tony.smith@ccwater.org.uk>, "cloughlin@pennongroup.co.uk" <cloughlin@pennongroup.co.uk>

Cc: "Sarah Newton (MP)" <Sarah.Newton.MP@parliament.uk>, Gavin Bellward <gavrbellward@gmail.com>, Kath Layte <kath@layte.com>, JL <johnlayte@gmail.com>

Winter Cottage, Goongumpas, Crofthandy, Redruth,  
Cornwall TR16 5JL

South West Water

27 October 2016

Dear Tracy Symonds

Please find attached the letter you requested concerning outstanding points for discussion before arranging a meeting to discuss compensation, our invoices, our costs for buying in drinking water since January 2015 and the need to test the water quality at our properties at the point the pipe becomes private rather than at the start of the communication pipe at Tailings End as previously to determine if the reported contamination reaching our properties is on the communication pipe or the private pipe across Goon Farm. We feel the only permanent solution to this problem is for SWW to replace the communication pipe from Tailings End to Goon Farm with a new pipe (Thus disconnecting the connection to at least three or four properties) and install a stop tap and meter on the boundary of Goon Farm (where we have always wanted it) to monitor if Goon Farm reconnects to our pipe crossing their land.

My apologies it has taken so long to get this email to you but as you know I had a great deal of trouble with my computer which failed five times before the maintenance contract company replaced it with a new one. I set it up and loaded the most recent back up of the letter dated 10 May 2016 and updated it but just as I was about to send it and all the attachments the new computer failed. It has been sent away for repair which will apparently take about 2 weeks (and then another two to three weeks to reload the software and backups (if they do reload!)) but to save time I am sending you the 10 May 2016 version using an old computer (less some of the attached files mentioned to save time as copies are not available on the old computer) but if you require a copy of any of the missing ones please let me know which as there is probably a way to load a backup copy onto the old computer.

There are many outstanding issues not mentioned in the 10 May 2016 letter, in particular

- The letters that claim the pipe from Tailings End is ALL a private pipe whereas it is now known that part of it, indeed most of it, is not.
- The threatening letters from the Pennon Group solicitor, Mr KD Woodier, that state I failed to submit plans to rectify a risk from the Goonhillend rainwater distribution tank that did not exist and from SWW Mr Paul Mitchell that untruthfully state I deliberately refused your inspectors access to the loft space at Goonhillend whereas even the video of the inspection proves I did not.
- What SWW are going to do about the thousands (tens/hundreds of thousands?) of central heating header tanks that pose a *genuine* risk of back flow contaminating the mains (and the property's drinking taps) with far worse than filtered rain water (30 year old stagnant water with anti freeze and corrosion inhibitor) and, since the header tank at Goonhillend is connected 365 days per year and the mains connection to the rainwater roof tank would only have been turned on in drought conditions (0 days in 2015) then the risk of contamination from the header tank would be millions of times higher than the rainwater tank (Both have identical mains connections and overflows). I rectified the problem at Goonhillend by installing backflow protection only to be told by Jeff Steere that it was unnecessary. I asked my MP Sarah Newton to confirm this with the Government and her reply contradicts Mr Steere's opinion. Mr Shannon declined to read Sarah's letter "because he had not brought his spectacles with him" . He declined to borrow mine.
- Although I have made a verbal complaint against Richard Harrison not much seems to have happened so it appears I will have make a written public complaint.

The £1500 compensation offered is not acceptable on several counts. –

- It is not enough for the eight years that we had to put up with low and zero water pressure on a daily basis because of SWW inaction.
- It was only offered to me, JH Layte, and not to the two others affected. Mr Bellward in particular put in a lot of work over the years recording the times he noticed the pressure dropped to zero and has not used any mains water since March 2015. He has imported drinking water since the water became heavily polluted. SWW have not tested the water at his residence (as was requested) since this incident. He has also been flushing the toilet with rainwater (by bucket) since March 2015.
- Mr Shannon's statement in his 14 September 2015 letter "*You will however be aware that the goodwill payment (£1500) does more than cover the invoices submitted*". As the invoices come to £4,356 (including VAT) I cannot agree with his statement. Perhaps he would like to explain? There are several more invoices to be submitted as can be seen in the 10 May 2016 letter attached.

There is much more to come but I am sure this will be enough for you to get started but once the items detailed in the 10 May 2016 letter have been dealt with I will write to you concerning the outstanding issues above.

Regards

JH Layte

---

9 attachments



[Map.jpg](#)  
12K



[Access signs.jpg](#)  
28K



[photo 1.jpg](#)  
184K



[photo 3.jpg](#)  
167K



[photo 4.jpg](#)  
130K



[photo 2.jpg](#)  
1304K



[14sep2015shannon.jpg](#)  
319K



[10 May 2016 to SWW.pdf](#)  
187K



[from s bird SWW.pdf](#)  
185K