

Evidence Pack: Transcriptions of LT Emails

	Page-
Table of Contents	1
Factual Context	2
Transcription Approach	2
Transcribed Emails	3-8
Attached Emails	9-29

Table of Contents

Friday

<u>Date sent</u>	<u>Time</u>	<u>From</u>	<u>To</u>	
19 Jan 2024	10:44am	Water Company (IWNL)	Hilary Bannerman	3
19 Jan 2024	10:48am	Water Company (IWNL)	Hilary Bannerman	3
19 Jan 2024	10:52am	Messaging service	Land Trust CEO	3
19 Jan 2024	11:18am	Land Trust Line Manager	Land Trust Senior Manager	4
19 Jan 2024	11:32am	Land Trust CEO	Land Trust managers	4
19 Jan 2024	11:34am	Land Trust CEO	Land Trust managers	4
19 Jan 2024	11:36am	Land Trust CEO	Land Trust managers	4
19 Jan 2024	11:39am	Land Trust Senior Manager	CEO and Line Manager	5
19 Jan 2024	12:59pm	Land Trust Senior Manager	Land Trust Line Manager	5
19 Jan 2024	1:13pm	Land Trust Senior Manager	Land Trust Line Manager	5
19 Jan 2024	2:47pm	Water Company (IWNL)	Hilary Bannerman	5

Monday

<u>Date sent</u>	<u>Time</u>	<u>From</u>	<u>To</u>	
22 Jan 2024	9:46am	Land Trust Senior Manager	Land Trust Line Manager	6
22 Jan 2024	10:37am	Land Trust Line Manager	Land Trust Senior Manager	6
22 Jan 2024	11:19am	Land Trust Senior Manager	Land Trust Line Manager	6
22 Jan 2024	12:45pm	The Land Trust	Water Company (IWNL)	7
22 Jan 2024	2:31pm	Hill-Marshall	Land Trust CEO; Hilary	7
22 Jan 2024	3:09pm	Land Trust CEO	Land Trust managers	8

Factual Context

During the period covered by this correspondence, a statutory “Do Not Use” water notice was in force across the Marleigh community in Cambridge following reports of fuel contamination of the mains water supply.

The notice applied to the entire development, affecting approximately 320 households (c.1,000 residents), and remained in place from Thursday 18 January 2024 until Monday 22 January 2024. A subsequent “Do Not Drink” water notice remained in effect for a further two days, until 24 January 2024.

While these restrictions were issued on a precautionary basis, they were mandatory and required full compliance across the affected area.

No formal major incident declaration was made. However, the scale, duration, and statutory nature of the restrictions meant that the situation was understood by the Claimant and the water company responsible for the supply as presenting a public health emergency arising from a water quality incident.

The incident required sustained management and coordination under the Water Industry regulatory framework and relevant civil contingency arrangements, notwithstanding the absence of a formal multi-agency response or the on-site presence of wider partner organisations.

This contextual information is included solely to assist transparency and reader understanding of the correspondence that follows, given the public health implications of the incident.

Transcription Approach

Emails are reproduced with full headers and complete message bodies. The correspondence has been obtained through a Data Subject Access Request (DSAR) made by the Claimant to the Land Trust and reflects the material disclosed by the Land Trust in response to that request.

[Square brackets] are used to indicate redactions applied in the disclosed material, as well as to provide limited editorial clarification for readability.

Where managerial names are redacted, individuals are identified by functional role only (Chief Executive Officer (CEO), senior manager, or line manager). These role descriptions are derived from contextual cues within the correspondence and are used solely to assist reader understanding and transparency in relation to a public health-related incident; they are not intended as definitive statements of role, title, or identity, nor as attributions of personal responsibility.

Minor typographical errors and obvious variations in name spelling have been corrected where this does not affect meaning.

Black boxes are used to highlight sections of transcribed emails considered pertinent for ease of reference, without altering the content or meaning of the correspondence.

Transcribed Emails

From: [Customer Services Manager at Independent Water Networks Limited]

Sent: Friday 19 January 2024 10:44 AM

To: Hilary Bannerman

Subject: CB5 – Cambridge, Water Quality incident

Good morning Hilary,

Please see attachments that have been provided for registered customers via email.

I will be at site today and again on Monday for customer contact if needed (and possibly over the weekend).

Kind regards,

[Name]

BUUK Infrastructure, Driscoll 2, Ellen Street, Cardiff, South Glamorgan CF10 4BP

www.iwnl.co.uk

www.metropolitan-uk.co.uk

From: [Customer Services Manager at Independent Water Networks Limited]

Sent: Friday 19 January 2024 10:48 AM

To: Hilary Bannerman

Subject: FW: CB5 – Cambridge, Water Quality incident

Latest update —

Bottled Water to be delivered to the back of the marketing suite by the site entrance. Valiant Lane, CB5 8XB opposite the Fen Ditton Parish Council.

ETA approx. 3.30pm.

Kind regards,

[Name]

BUUK Infrastructure, Driscoll 2, Ellen Street, Cardiff, South Glamorgan CF10 4BP

www.iwnl.co.uk

www.metropolitan-uk.co.uk

From: Moneypenny Message Reply

Sent: Friday 19 January 2024 10:52 AM

To: [Land Trust CEO]

Subject: Moneypenny – Hilary Bannerman

URGENT

Hilary Bannerman from The Land Trust called to speak with you.

Please could you call back on [her mobile].

From: [Land Trust Line Manager]
Sent: Friday 19 January 2024 11:18 AM
To: [Land Trust Senior Manager]; [Land Trust CEO]
Subject: [none]

Hi, I have just spoken with Hilary and there is an issue at Marleigh to do with the domestic water supply to the area which has been evolving since yesterday.

The water company has delivered bottled water but it seems there is not much information getting out to local residents on the issue. I believe they are sending a comms person from the water company who will not be there until this afternoon.

In the meantime the BBC has arrived and are wanting to speak to people. Is there anything we need to cover/be aware of when speaking to the press?

I don't know the full details as I have only spoken briefly with Hilary but I'd appreciate some input if you are available.

Thanks.

From: [Land Trust CEO]
Sent: Friday 19 January 2024 11:32 AM
To: [Land Trust managers]
Subject: [none]

Just spoken to Hilary also and told her not to speak to the BBC or the press.

This, from what I can tell, is not our problem or issue to resolve.

From: [Land Trust CEO]
Sent: Friday 19 January 2024 11:34 AM
To: [Land Trust managers]
Subject: [none]

I have asked Hilary to contact me later today and we can make a decision if we need to close the community centre over the weekend until it is fixed.

I have also checked that Hilary has enough drinking water herself from bottled sources, she says she has.

From: [Land Trust CEO]
Sent: Friday 19 January 2024 11:36 AM
To: [Land Trust managers]
Subject: [none]

In the meantime, whilst Hilary is being really helpful within the community, which she is obviously good to do, we need to be very clear that this is not our problem to solve; we are affected like everyone else, and also Hilary can walk away and go home when she finishes for the day and not worry about it.

From: [Land Trust Senior Manager]
Sent: Friday 19 January 2024 11:39 AM
To: [Land Trust CEO]; [Land Trust Line Manager]
Subject: [none]

Thanks, that's OK for now.

I am around later to discuss the centre closing unless that's just a conversation you and Hilary need to have.

From: [Land Trust Senior Manager]
Sent: Friday 19 January 2024 12:59 PM
To: [Land Trust Line Manager]
Subject: [none]

Hi [name]

Are you still planning on catching up with Hilary at Marleigh about the contaminated water issue this afternoon? Just been talking to [Land Trust CEO] and he mentioned it.

Sounds rather like [Hilary] is right in the middle of things as usual.

From: [Land Trust Senior Manager]
Sent: Friday 19 January 2024 1:13 PM
To: [Land Trust Line Manager]
Subject: [none]

Great thanks. Let me know if I need to do anything but you talking direct to Hilary is the best idea.

From: [Customer Services Manager at Independent Water Networks Limited]
Sent: Friday 19 January 2024 2:47 PM
To: Hilary Bannerman

Cc: [redacted]

Subject: FW: CB5 – Cambridge, Water Quality incident

Hi Hilary,

Following our conversation I am happy to accept that the centre won't have water available until the "Do Not Use" notice is lifted.

I can commit to being here on:

- Saturday 20th January 2024 from 10.00 am to 1.00 pm and then again on
- Monday 22nd January 2024 between 11.00 am and 2.30 pm.

This would be:

- to talk to customers and take general queries and
- potentially sign-up customers who have not yet registered for their accounts.

I can take leave regarding attendance on Sunday tomorrow.

I hope that is helpful to all concerned.

Many thanks, Kind regards,

[Customer Services Manager at IWNL]

BUUK Infrastructure, Driscoll 2, Ellen Street, Cardiff, South Glamorgan CF10 4BP

www.iwnl.co.uk

www.metropolitan-uk.co.uk

From: [Land Trust Senior Manager]

Sent: **Monday 22 January 2024 9:46 AM**

To: [Land Trust CEO]; [Land Trust Line Manager]

Subject: [none]

Hi [name],

I can see Hilary is offline, but wondered if there was an update on the water situation at Marleigh please? Moneypenny received a call from a resident asking us for an update at approx 10.30am yesterday.

From: [Land Trust Line Manager]

Sent: **Monday 22 January 2024 10:37 AM**

To: [Land Trust CEO]; [Land Trust Senior Manager]

Subject: [none]

Hi, I have just spoken with Hilary.

The situation is ongoing with the water company using the centre as a base to distribute bottled water and for residents to come and ask questions.

Hilary is continuing to communicate with residents due to her having all the contacts and people coming directly to her.
--

Whilst it doesn't sound chaotic I believe there is a lack of co-ordination going on from the water company regarding getting information out to people.

Whilst the centre is closed, currently bookings until Tuesday have been cancelled.

Hilary is on site today.

From: [Land Trust Senior Manager]

Sent: **Monday 22 January 2024 11:19 AM**

To: [Land Trust CEO]; [Land Trust Line Manager]

Subject: [none]

...just to clarify, Hilary's communication is purely to direct them to the water company or relay information from the water company.

From: [Land Trust CEO]
Sent: Monday 22 January 2024 12:45 PM
To: [Customer Services Manager at Independent Water Networks Limited]
Cc: Hilary Bannerman; [redacted]
Subject: RE: CB5 – Cambridge, Water Quality incident

Good afternoon [name],

With the continuing issues, please can you confirm you have full plans in place for communication with customers and businesses who are affected by this incident. I am sure well rehearsed plans are in place and that, as appropriate, the Local Authority Emergency Planning team is being asked for support for vulnerable people.

I note from your website that you have a database of customers who have additional needs and may need more direct supply of water bottles to be issued to them. I am again sure that arrangements are in place to make sure all households are in receipt of water not just those who come by to collect.

The Land Trust has provided access to the community centre as a base for IWN. As I am sure you are aware Hilary has an excellent relationship with many in the local community and her own channels of communication through which updates can be shared at your request. This incident however needs to be co-ordinated and managed by IWN not the Land Trust and its staff so I hope continued customer liaison presence on site is being allowed for.

Regards,

From: [Sent on behalf of Hill-Marshall]
Sent: Monday 22 January 2024 2:31 PM
To: [Land Trust CEO]; Hilary Bannerman
Subject: Marleigh water issue
Importance: High

Good afternoon both,

You are probably aware that there is an ongoing water issue at Marleigh.

Can I ask that you please don't make any comments on behalf of Hill Marshall in regards to this as we have our own statement. [as follows, in italics in the original]

Marleigh's water supply and infrastructure is designed, installed, tested, connected, and managed by Independent Water Networks (IWN) a regulated water company.

Our team are here to offer their support to residents of Marleigh given the current advice from IWN relating to the reported water supply issue in the area.

We are doing everything we can to put pressure on IWN to get the network operational again. IWN has confirmed they will let you know directly when it is safe to use your water again, and we will keep you updated with any progress where possible.

With the exception of IWN using the Community building, the issue must remain for them to conclude and communicate. There is much speculation regarding the issue and only IWN will be in a position to factually report.

Many thanks in your cooperation

From: [Land Trust CEO]
Sent: Monday 22 January 2024 3:09 PM
To: [Land Trust managers]

Subject: FW: Marleigh water issue

Urgent: High

Hi guys — please can you speak with Hilary and make sure she complies with this.

Thanks

Attached Emails

From: Redacted

Sent: Friday, January 19, 2024 10:44 AM

To: 'hilarybannerman@thelandtrust.org.uk' <hilarybannerman@thelandtrust.org.uk>

Subject: CB5 - Cambridge, Water Quality incident

Good morning Hilary, please see attachments that have been provided for registered customers via email.

I will be at site today and again on Monday for customer contact if needed (and possibly over the weekend).

Kind regards



Redacted

BUUK Infrastructure,
Driscoll 2
Ellen Street, Cardiff,
South Glamorgan CF10 4BP



W www.iwnl.co.uk



A picture containing
text, sign Description
automatically generated

W www.metropolitan-uk.co.uk

From: Redacted

Sent: Friday, January 19, 2024 10:48 AM

To: 'hilarybannerman@thelandtrust.org.uk' <hilarybannerman@thelandtrust.org.uk>

Subject: FW: CB5 - Cambridge, Water Quality incident

Latest update

Bottled Water to be delivered to the back of the marketing suite by the site entrance.

Valiant Ln, CB5 8XB opposite the Fen Ditton Parish Council

ETA approx. 3.30pm

Kind regards

Redacted

Redacted

BUUK Infrastructure,
Driscoll 2
Ellen Street, Cardiff,
South Glamorgan CF10 4BP

[W www.iwnl.co.uk](http://www.iwnl.co.uk)

[W www.metropolitan-uk.co.uk](http://www.metropolitan-uk.co.uk)

From: Moneypenny <message.reply504@moneypenny.co.uk>

Sent on: Friday, January 19, 2024 10:52:00 AM

To: [Redacted]

Subject: Moneypenny - Hillary Bannerman

Warning: This email was sent from outside the organisation.

Dear [Redacted]

URGENT

Hillary Bannerman from The Land Trust called to speak with you.

Please could you call back on [Redacted]

Strapline: 'This is the land trust'.

Moneypenny

Date: 19/01/2024

Time: 10:52

Caller Number: Withheld

Please contact [Redacted] if you have any questions about this email

This communication was written by Moneypenny. The information it contains is intended solely for the person or organisation to whom it is addressed. Its contents are confidential and may be protected by law. Unauthorised use, copying, or disclosure of any of it may be unlawful. If you are not the intended recipient please contact Moneypenny immediately.

From: [Redacted]
Sent on: Friday, January 19, 2024 11:18:52 AM
To: [Redacted]
Subject:

Hi, I have just spoken with Hilary and there is an issue at Marleigh to do with the domestic water supply to the area which has been evolving since yesterday. The water company have delivered bottled water but it seems there is not much information getting out to local residents on the issue. I believe they are sending a comms person from the water company who will not be there until this afternoon. In the mean time the BBC have arrived and are wanting to speak to people. Is there anything we need to cover/be aware of when speaking to the press? I don't know the full details as I have only spoken briefly with Hilary but i'd appreciate some input if you are available. Thanks.

From: [Redacted]

Sent on: Friday, January 19, 2024 11:32:36 AM

To: [Redacted]

Subject:

Just spoken to hillary also and told her not to speak to the bbc or the press. This, from what i can tell, is not our problem or issue to resolve.

From:

Redacted

Sent on: Friday, January 19, 2024 11:34:55 AM

To:

Redacted

Subject:

i have asked Hillary to contact me later today and we can make a decision if we need to close the community center over the weekend until it is fixed. I have also checked that Hillary has enough drinking water herself from bottled sources. she says she has.

From:

Redacted

Sent on: Friday, January 19, 2024 11:36:35 AM

To:

Redacted

Subject:

In the meantime, whilst Hillary is being really helpful within the community, which she is obviously good to do - we need to be very clear that this is not our problem to solve, we are effected like everyone else, and also Hillary can walk away and go home when she finishes for the day and not worry about it

From: [Redacted]
Sent on: Friday, January 19, 2024 11:39:54 AM
To: [Redacted]
Subject:

Thanks, that's OK for now. I am around later to discuss the centre closing unless that's just a conversation you and Hilary need to have.

From:

Redacted

Sent on: Friday, January 19, 2024 12:59:39 PM


To:

Redacted

Subject:

Hi [REDACTED] Are you still planning on catching up with Hilary at Marleigh about the contaminated water issue this afternoon? Just been talking to [REDACTED] and he mentioned it. Sounds rather like [REDACTED] is right in the middle of things as usual.

From: [Redacted]
Sent on: Friday, January 19, 2024 1:13:41 PM
To: [Redacted]
Subject:

Great thanks. Let me know if I need to do anything but you talking direct to Hilary is the best idea 

----- Original message -----

From: **Redacted**

Date: 19/01/2024 14:47 (GMT+00:00)

To: Hilary Bannerman <hilarybannerman@thelandtrust.org.uk>

Cc: **Redacted**
Subject: FW: CB5 - Cambridge, Water Quality incident

Warning: This email was sent from outside the organisation.

Hi Hilary,
Following our conversation I am happy to accept that the centre won't have water available until the "Do Not Use" notice is lifted.

I can commit to being here on Saturday 20th January 2024 from 10.00 am to 1.00 pm and then again on Monday 22nd January 2024 between 11.00 am and 2.30 pm.

This would be to talk to customers and take general queries and potentially sign up customers who have not yet registered for their accounts.

I can take a view regarding attendance on Sunday tomorrow.

I hope that is helpful to all concerned.

Many thanks

Kind regards

Redacted

BUUK Infrastructure,
Driscoll 2
Ellen Street, Cardiff,
South Glamorgan CF10 4BP

W www.iwnl.co.uk

W www.metropolitan-uk.co.uk

From:

Redacted

Sent on: Monday, January 22, 2024 9:46:20 AM

To:

Redacted

Subject:

Hi Redacted I can see Hilary is off line, but wondered if there was an update on the water situation at Marliegh please? Moneypenny received a call from a resident asking us for an update at approx 10.30am yesterday.

From:

Redacted

Sent on: Monday, January 22, 2024 10:37:06 AM

To:

Redacted

Subject:

Hi, I have just spoken with Hilary. The situation is ongoing with the water company using the centre as a base to distribute bottled water and for residents to come and ask questions. Hilary is continuing to communicate with residents due to her having all the contacts and people coming directly to her. Whilst it doesn't sound chaotic I believe there is a lack of co-ordination going on from the water company regarding getting information out to people. Whilst the centre is closed, currently bookings until Tuesday have been cancelled. Hilary is on site today.

From: Redacted

Sent on: Monday, January 22, 2024 11:19:44 AM

To: Redacted

Subject:

...just to clarify, Hilary's communication is purely to direct them to the water company or relay information from the water company.

From: [Redacted]
Sent on: Monday, January 22, 2024 12:45:54 PM
To: [Redacted]
CC: Hilary Bannerman <hilarybannerman@thelandtrust.org.uk>; [Redacted]
[Redacted]
Subject: RE: CB5 - Cambridge, Water Quality incident

Good afternoon [Redacted]

With the continuing issues, please can you confirm you have full plans in place for communication with customers and businesses who are affected by this incident. I am sure well rehearsed plans are in place and that as appropriate the Local Authority Emergency Planning team is being asked for support for vulnerable people.

I note from your website that you have a database of customers who have additional needs and may need more direct supply of water bottles to be issued to them. I am again sure that arrangements are in place to make sure all households are in receipt of water not just those who come by to collect.

The Land Trust has provided access to the community centre as a base for IWN. As I am sure you are aware Hilary has an excellent relationship with many in the local community and her own channels of communication through which updates can be shared at your request. This incident however needs to be co-ordinated and managed by IWN not the Land Trust and its staff so I hope continued customer liaison presence on site is being allowed for.

Regards

[Redacted]



[Twitter](#) | [Facebook](#)

The Land Trust is the operating name for the Land Restoration Trust

From: [Redacted]

Sent: Monday, January 22, 2024 2:31 PM

[Redacted]

Subject: Marleigh water issue

Importance: High

Some people who received this message don't often get email from [Redacted]

[Redacted]

[Learn why this is important](#)

Warning: This email was sent from outside the organisation.

Good afternoon both

You are probably aware that there is an ongoing water issue at Marleigh

Can I ask that you please don't make any comments on behalf of Hill Marshall in regards to this as we have our own statement

Marleigh's water supply and infrastructure is designed, installed, tested, connected, and managed by Independent Water Networks (IWN) a regulated water company.

Our team are here to offer their support to residents of Marleigh given the current advice from IWN relating to the reported water supply issue in the area.

We are doing everything we can to put pressure on IWN to get the network operational again. IWN has confirmed they will let you know directly when it is safe to use your water again, and we will keep you updated with any progress where possible.

With the exception of IWN using the Community building the issue must remain for them to conclude and communicate. There is much speculation regarding the issue and only IWN will be in a position to factually report

Many thanks in your cooperation

Redacted

 hill-housebuilder-of-the-year.png

The Power House, Gunpowder Mill,
Powdermill Lane, Waltham Abbey,
Essex, EN9 1BN
T 020 8527 1400 | F 020 8501 8770



hill.co.uk

Hill Holdings Ltd is a limited company registered in England - Company
Number 4202304. Registered office: The Power House Gunpowder Mill
Powdermill Lane Waltham Abbey Essex EN9 1BN



Hill Holdings Ltd - email disclaimer

This e-mail and any files distributed with it are intended solely for the individual or organisation to whom it is addressed. If you are not the intended recipient or the person responsible for distributing it to them you may not copy, forward, disclose or otherwise use it or any part of it in any way. To do so may be unlawful. Any opinion or advice contained anywhere in this message is that of the sender and is not intended to bind Hill Holdings Ltd or any member of the Hill Group in any way. Neither can the sender accept any responsibility for any changes made to this e-mail after it was sent. This e-mail has been scanned for viruses by Mimecast. Nevertheless, the sender cannot accept any responsibility for any loss or damage caused by any software viruses transmitted with this email and we advise that you carry out your own virus checks on any attachments included in this message.

From: [Redacted]

Sent on: Monday, January 22, 2024 3:09:32 PM

To: [Redacted]

Subject: FW: Marleigh water issue

Urgent: High

Hi guys – please can you speak with Hillary and make sure she complies with this

Thanks

[Redacted]