

DAY 1

THURSDAY

18th January

2024

< 1



Marleigh Community Centre

Thu, 18 Jan

Thu, 18 Jan

+44 joined using this group's invite link

+44 joined using this group's invite link

Hilary Work Phone



If you live in Marleigh to the north of Gregory Park, please check if your water is drinkable. After work on the mains feed, reports have come in that

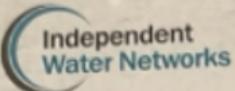
Only admins can send messages

If you live in Marleigh to the north of Gregory Park, please check if your water is drinkable. After work on the mains feed, reports have come in that the water is undrinkable. I'm informed by Hill that in the next couple of hours Anglian Water has promised to drop off pallets of bottled water in Jubilee Square. To ease the hike home, I am making available our big orange pull along truck which will be in the Foyer of the Marleigh Community Centre. The Centre is booked and so the doors should be openable. Any problems, call me. It might need a bit of community spirit to make this less of a pain than it already is, perhaps the hardier Marleigh residents might help load and pull the truck? If anyone can let me know when the water arrives, I will post it on here. I'd hate you to go for too long without your cup of tea. Remember, if you're struggling, head into the Community Centre where there is instant hot (and drinkable) water and everything else you need to make a cuppa.

16:08



6



WARNING!

Due to an ongoing incident,
DO NOT DRINK YOUR WATER
until further notice.



We will provide
bottled water

Your water may be contaminated

Do not use your water for:



Drinking



Cooking or preparing
food



Cleaning your teeth



Pets or livestock

You can use your water for:



Flushing the toilet



Bathing, washing and
showering

IMPORTANT: Boiling
water WILL NOT
clean, treat, purify,
or kill contaminants.

We are working as quickly as possible to test and confirm
your water supply has been restored to a high standard.

BOILING does NOT make it
drinkable - see leaflet being
circulated

Please expect bottled water to arrive
in Jubilee Square about 6pm.

16:46

I'm compiling a list of our most vulnerable residents who will need water delivering to them, e.g. if they're home alone with babies. Please send me name and address details and I will pass them on to the absolute Saint who will be pulling the orange truck...

17:44



2

[Live Incidents](#)[Back to Search](#)

IMPORTANT INFORMATION – YOUR WATER MAY BE CONTAMINATED – CB5

Date: 18.01.2024 Time: 18:31

There is an ongoing incident in your local area which means that we are placing customers on a precautionary "do not use" notice while we investigate. This means that tap water must not be used for anything other than flushing the toilet.

IWNL will make alternative water supplies available and will update with an ETA once available. We will be in touch with all customers on our vulnerable customer list to arrange alternative supplies.

This notice will remain in place until further notice. IWNL will let you know when you can use your water normally again.

18:47

I've just shared a screenshot of the online alert. It applies to all of Marleigh.

Independent Water Networks are ringing priority customers promising bottled water within 4 hours.

To correct my earlier mistake, Independent Water Networks supply Marleigh with drinking water, while Anglian Water sorts our sewerage.

As an update, no bottled water has arrived in Jubilee Square.

If you're able, I suggest you go to the big Tescos and buy some. And if you were to buy some extra, I can direct you to our priority residents of which I have three on my list at the moment.....

18:56



3

I'm on hold with Hannah from Independent Water Networks as she finds out what's the latest. Saves you the bother of having to wait on hold with them. I'll update you as soon as she gets back to me.

19:22



We've had a donation of 6 bottles to the community centre that are being distributed to 3 households on the priority list.

More donations are urgently needed.

19:36



Hannah at the water company is working in real time asking the liaison person all my questions.

What I do know is that given the time of night, bottles will be delivered to doorstep of everyone affected within the next 4 hours.

19:37



I don't yet know how this will work for those living in flats or how many bottles per household

19:37

Someone from the water company will be on site in the morning to answer questions about the works and what happens next

19:39

Please take your donations to the Community Centre. They will be redistributed from there.

19:44

Well done to the team coordinating priority deliveries at the Community Centre! Thank you

19:48



5

Hannah was unable to give me too much more info.

Pallets will be dropped in the Square and then distributed around affected houses. We would hope that they know which houses are affected, but on the margins of the area highlighted on this map, I wouldn't be sure that operatives on the ground have perfect knowledge so I suggest you avoid drinking water from your taps.

19:53



Live Incidents

Search for Incidents in Your Area

CB5 8BX



Latest Incidents in CB5 8BX

[Back to Search](#)

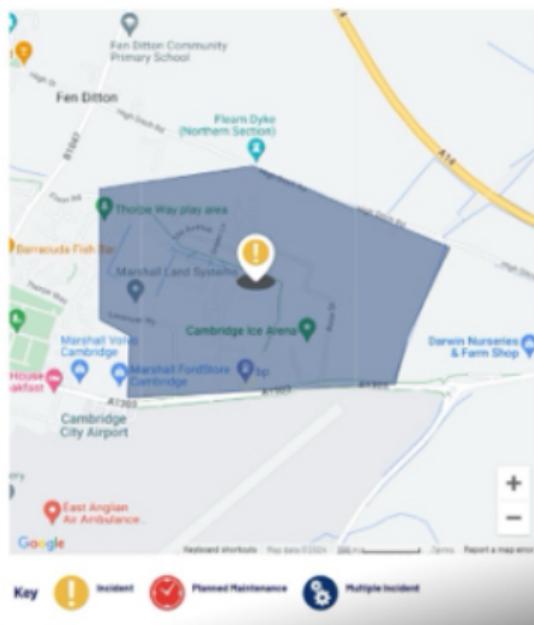
**IMPORTANT INFORMATION –
YOUR WATER MAY BE
CONTAMINATED - CB5**

Date: 18.01.2024 Time: 18:31

There is an ongoing incident in your local area which means that we are placing customers on a precautionary 'do not use' notice while we investigate. This means that tap water must not be used for anything other than flushing the toilet.

IWN will make alternative water supplies available and will update with an E16 once available. We will be in touch with all customers on our vulnerable customer list to arrange alternative supplies.

This notice will remain in place until further notice. IWN will let you know when you can use your water normally again.



Many people are unaware of the issue. Please knock on your neighbours doors before it gets too late at night

Edited 20:00



is on his way to the Centre to donate 12 bottles. After this, I will direct further donations remotely so thank you to those at the Centre, you can stand down.

20:09



2

MARLEIGH PRIMARY SCHOOL WILL BE CLOSED TOMORROW FRIDAY

20:42



Marleigh Community Centre will be open tomorrow as a base for operations.

20:52



The Marleigh Cantonese market will operate as usual tomorrow. The market traders have been informed of the situation. They will make use of bottled water and hand sanitiser.

20:57

DAY 2

FRIDAY

19th January

2024

Good morning. An update. There's people here from the water company doing testing. We are expecting a customer service representative within the next half hour and we'll be directing them to base themselves at the community centre. and myself are circulating with the orange truck redistributing bottled water from houses that appear empty. We are leaving a bottle or six depending on the circumstances of the property we are also ringing the doorbells of properties with bottled outside to make sure residents are aware.

10:26



14

We've got a full orange truck of water
and are slowly taking it back to the
community center if anybody needs
extra

10:43



11:52



3

More water dropped off in the car park of the Sales and Marketing suite

11:53





15:34



A whole lorry load of water has been dropped off in the car park of the Sales and Marketing suite.

15:34



My recycling head is working out what we can usefully do with a whole lorry load of waste plastic bottles! If you're minded, why not cut off the bottom and save the top before squishing them and depositing them in your recycling bin. When it's all over, we can then mark this moment in the life of our community with a craft project that shows the scale of what we had to endure! Please drop off your tops and bottoms into the centre when we are open. Some ideas: <https://colourfulminds.co.uk/projects/plastic-bottle-flowers/>

15:41



10



Plastic Bottle Flowers

Want to make your own recycled flowers that will last forever? (note:... colourfulminds.co.uk

This evening, Hill will be providing food and drinks for residents. In Marleigh's Jubilee Square between the hours of 18:00 and 20:00.

Residents will need to bring proof of ID and address with them as food and drink is limited, only for residents of Marleigh and provided on a first come, first served basis.

16:25



13



INFORMATION

Marleigh Community Centre
will remain **closed** until the
“Do Not Use” notice is lifted.

However ...

Marleigh Community Centre
is now home to the customer liaison team
from Independent Water Networks.

Ian and Andy

will be here to answer your questions:

Saturday 20 Jan 2024 10am to 1pm

Monday 22 Jan 2024 11am to 2.30pm



Marleigh is a new urban quarter in NE Cambridge for 1800 new households.

Our public open spaces and Community Centre are managed by national charity The Land Trust for the long-term benefit of nature, residents, and our wider community.

Find us next to Newmarket Road P&R with its free parking and fast buses, or walk/cycle off-road via NCR51.



HallMaster
Calendar



WhatsApp
Newsfeed

For all enquiries at Marleigh:

- Land management issues
- Hiring the Community Hall
- Community initiatives

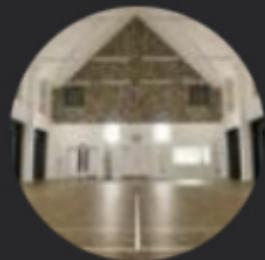
Contact our on-site Ranger:

- at the Community Centre
- marleigh@thelandtrust.org.uk
- 0300 3230 170 day or night



16:51





Marleigh Community Centre

Group chat invite

Join our WhatsApp Newsfeed (it is not a chat). <https://chat.whatsapp.com/Ejyy17HA6I56IdWKlpazMi>

16:52

Join Group

Extra support for you

IWNL are aware of an incident impacting our customers and have issued a 'Do not use notice'.

IWNL want to ensure that all of our customers have access to clean and safe water. Please see the below guidance and support that is on offer.

We provide a range of services to support you during this incident including:

- Alternative accommodation
- Alternative facilities
- Additional transport costs
- Laundry service
- Drinking water
- Food

Alternative accommodation

IWNL will fund hotel/BnB stays at reasonable costs of up to £100 per household per night to enable customer access to safe and hot water.

Use of alternative facilities

IWNL will refund any use of hot water facilities e.g., leisure centres.

Additional transport costs

Where customers have decided to stay in alternative accommodation and additional travel expenses have been incurred, IWNL cover the additional costs. This may include petrol/fuel, bus, train or taxi cost. Please keep all receipts and make clear any additional mileage on your claim.

Laundry

IWNL are aware that customers will not be able to safely clean laundry. We will refund any laundry costs if you have sourced this independently. Alternatively IWNL are also organising a laundry service with a local company. We will be in contact about this shortly when available to use.

Drinking water

There is bottled water that has been made available on site, so there is no need to buy your own.

Food

IWNL are aware that customers may not be able to safely prepare food and cook whilst the 'Do not use notice' is in place. As such we will fund hot meals at £10pp per meal, up to three meals per day.

In all instances, please keep hold of your receipts and you can submit your claim by emailing us at billing@IWNL.co.uk. Whilst IWNL commit to refunding all reasonable expenses during this time, if you have concerns about being able to fund any of this, please contact a member of the team at **02920 028711**

As a resident of Marleigh you are eligible for extra support during this time. Please see this document which outlines how to claim back expenses for accommodation, travel or leisure centre use. If you cannot afford to pay and claim back please go see Ian and Andy in the Centre tomorrow morning and ask if there is anything they can do to bridge the gap.

18:30



Water Notice - IWNL

Do not use precautionary notice IWNL have issued a precautionary Do Not Use Notice for N...

www.iwnl.co.uk

<https://www.iwnl.co.uk/water-notice/>

18:34



HD

20:11

GLASTONBURY FESTIVAL 2011
SOUTHEND BEDFORD MALDON NORTHAMPTON COLCHESTER NORWICH CANTERBURY

Tomorrow, if you need help getting water from the car park of the Sales and Marketing suite to your kitchen then please speak to Ian or Andy in the Centre tomorrow from 10am. If my help is needed to coordinate heavy lifters, car drivers or orange truck pullers, please DM me. Also, please share with Ian or Andy any concerns you may have about stockpiling or non residents taking water. I'm told if more water is needed, it can be on site within a couple of hours, delivered by a company called Water Direct.

23:09



4

DAY 3

SATURDAY

20th January

2024



12:16

Just clarifying what I mean by tops
and bottoms of water bottles

12:16



12:16

from our neighbours Darwin Nurseries & Farm Shop CB1 9AT has dropped off Fortnum and Mason teacakes to the community centre.

14:14



Good afternoon. Andy from the water company is going to be leaving the Centre at 3.30pm.today, so in half an hour's time. So now is probably a good time to go down and get your bottled water for tonight before he shuts up the Centre. As always, message me if you need water delivering to your door and I will match your request to a volunteer.

Edited 15:03

I understand the need for a bath in fresh water, but I'm told some of our youngsters are looking for it in the ponds in Gregory Park. Please make sure you're happy that your kids are playing safely, especially given there is thin ice on the ponds.

Edited 15:31





Might not feel like your birthday, but any excuse, right? Thanks and all at Darwin Nurseries!

Edited 15:34



4



21:13

How many do you have? This is one household's tops and bottoms so far



21:13



2

DAY 4

SUNDAY

21st January

2024

Good morning. Marleigh residents and businesses are today entering a fourth day with no water: like we experienced with Covid, no more is there novelty in this new normal.

It has by now become necessary to step outside of the home to maintain basic levels of hygiene: to bathe, do laundry, and eat off clean plates.

Given the Do Not Use advice from the Water Company, all taps in your home should remain off and the water should not be used to wash hands, bodies, dishes or clothes. Bottled water needs to be used for all these activities.

In order for me to share them, please send me tips for how you are coping: How do you get just a shower at Abbey leisure centre? What are the opening hours of local laundrettes? Are any laundry services offering pick up and drop off? Do we need to circulate supplies of hand sanitiser?

No one knows for how long this situation will persist, so please don't put off tasks that you can do today that will help you keep clean and safe as we start the new week.

Please make contact again with vulnerable neighbours or message me so I can direct another neighbour to visit them if you yourself are finding everything too much. Some in our community tend to avoid going out and others have physical or mental health problems which make them likely to resort to using the water from their taps unless they receive additional assistance.

I will follow this message with repeats of some previous posts for the benefit of all the new followers of this Marleigh Community Centre WhatsApp Newsfeed.

10:40



9



11:01

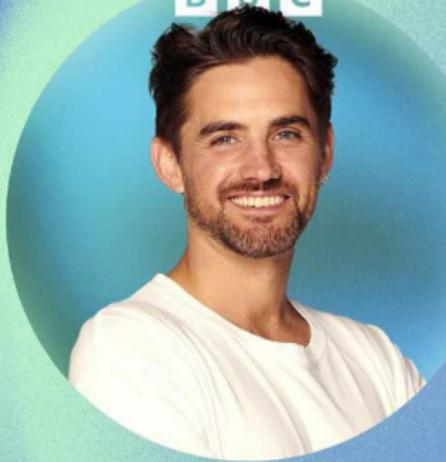
Water tankers are currently outside Marleigh Primary School. Let's hope an off-network supply is being set up so the school can open. I'll keep you all updated.

11:01



3





BBC Sounds - Radio 1's Decompression Session - Available Episodes

Listen to the latest episodes of Radio 1's Decom...

www.bbc.co.uk

<https://www.bbc.co.uk/sounds/brand/p09652dl>

I strive to thrive with both ADHD and Aspergers and find these episodes are life savers. Listen to the back catalogue on headphones and you will flow through even the most stressful of household tasks.

11:24



I'm told no laundry company offers pick up or drop off from CB5. However, Timpson in the big Tesco do a service where you drop off a bag of dirty clothes and then pick up when done. I have an offer of a couple of seats in a car going to Timpsons after lunch. Let me know if you want to take up this offer. I'm warned that the car is not big! FYI Timpsons/Tesco shuts at 4pm today.

11:47



Dry Cleaning & Laundry Collections To Your Door

Door to door dry cleaning & laundry collection s...
www.lovelylaundry.co.uk

I'm told that this company covers Marleigh - by a resident who uses them already <https://www.lovelylaundry.co.uk/>

11:54

The manager of Abbey Leisure Centre is asking his manager what can be done. I will update you when he comes back to me.

11:57



2

BONUS: Andy from the water company is at **Marleigh Community Centre TODAY UNTIL 3pm** to answer all your questions. Andy lives locally and is going above and beyond and it is really appreciated. Please remember, that the Centre is formally closed and is only operating as an emergency community liaison location. If you visit, please do not plan to use the toilets or kitchen. Bottled water is available.

Empty bottles and plastic wrapping-
The wind has picked up today and so plastic wrapping from the pallets of bottled water is blowing about. If it is safe to do so, please retrieve any packaging you see and either dispose of it in your own bin or take it to the Community Centre for recycling by the water company. Please do not leave bags of empty bottles in the street or in the car park of the Sales and Marketing Centre. Ideally, please cut off the flower shaped bottoms and save the tops/caps (for a future art project) and then scrunch up the rest of the bottle and put it in your recycling bin. If this is unmanageable, please drop them into the Community Centre for recycling by the water company.

12:22

Please do not head to Abbey Leisure Centre for a shower as they are already providing emergency shower facilities for 200 people from a theatre company who cannot use their own. I will try Cherry Hinton. But if anybody else has any contacts or ideas, please DM me.

12:24

1 day passes

Unlimited access for one or more consecutive days starting on your chosen date

Unlimited training

Free classes

Single-gym-access

1 day pass £8.99

3 day pass £14.99

 [Day Pass benefits description](#)

[Inside the gym group cambridge](#)

at R3FORM has saved the day! Having spoken to the manager at The Gym Group (at Cambridge Retail Park CB5 8JL) has arranged for Marleigh residents to get a free day pass to enter for a shower (only). Online, enter code FREEPASS and you'll be sent a PIN to enter when you get to the gym. The manager has kindly asked that we avoid weekdays 5-8pm and unfortunately it's over 16 years only. If anyone uses this please feedback to me on how it goes.

<https://www.thegymgroup.com/find-a-gym/cambridge-gyms/cambridge/>

Edited 12:42



19

Latest Update Date: 21.01.2024 Time: 16:10

There is an ongoing incident in your local area which means that we have placed customers on a precautionary "do not use" notice whilst we investigate. Bottled water is available at Marleigh Community Centre, which will close at 8pm this evening. We will continue to monitor the levels of bottled water stock throughout the day and will be liaising with our emergency contractor; Water Direct, to deliver more if necessary. We have had some initial sample results back and are waiting for some further detailed analysis before we issue any details. We are engaging with UK Health Security Agency (UKHSA) at all times to discuss the sample results. Engineers are on site today undertaking further sampling and flushing the water through the network. Whilst you are unable to use your water, we are able to offer you a range of support services. For further details please visit <https://www.iwnl.co.uk/water-notice/> I'd like to thank you for your patience whilst we are still investigating the issue.

DAY 5

MONDAY

22nd January

2024

If you're struggling with your kids at home, informal indoor play is available in the Centre today from 10am, albeit at your own risk as we are officially closed. Please only bring kids who are resident in Marleigh as we do not wish to share the risk to others currently unaffected but as the risk at home is the same as in the Centre, you may wish to seek support together here in the Hall. Please plan to eat drink wash and toilet at home although there is one toilet open for emergencies with changing facilities and hand sanitiser The kitchen is out of bounds.



09:51

Not seen since last night: our orange trolley. Please let me know if you can see it anywhere. 😊 thanks

09:51



3

Found and returned! Thanks for all the
recorded sightings xx

11:41



2

Good afternoon. An update from
Abbey leisure centre that they are
open if you wish to go for a shower.
From 2pm last entry 8.30pm
weekdays. They are charging £3.50
for a shower only. Please keep receipt
for claim back. Only available to
Marleigh residents and I have given
them known occupied streets but call
me if any problems.

Edited 12:10



2

The Ice Arena is also offering showers. In the P&R so perfect if you haven't a car. Same price. Only available until 4pm weekdays. 6 male 6 female but communal so take a swimming costume. 1 of the 6 is accessible height. There is also one private shower cubicle in the referees room if you need a private shower.

Please ask for [redacted] on reception.

12:12



2

We have had a delivery of 20 pallets of bottled water. Three locations. 5 pallets at the Community Centre. Just going to go on a post-storm site walk so can update you where else they are on site.

Edited 12:39



7

You can go have a shower at the Ice Arena without paying. They will invoice the water company. Just say you're from Marleigh. Proof of address no longer needed.

15:41



I'm told that the school will reopen tomorrow. They have isolated their supply, flushed it and filled it with fresh water from the tankers. The tankers will be connected all day tomorrow to ensure constant supply.

16:23





3

16:46



16:48



16:55

5 pallets outside Community Centre
3 pallets on Green Lane / The Avenue
Lots of pallets at Gregory Park South /
Marleigh Ave

16:57



2

DO NOT USE notice lifted. DO NOT DRINK remains

17:08



3

Woo hoo! Congratulations everyone, its such good news. Everyone has worked so tirelessly I am so proud of reps and technicians from the water company, and residents, and the press for keeping everyone updated.

17:09



14

Important information: Do not drink your water

On 18th January 2024, IWNL issued a precautionary 'Do Not Use' notice to the Marleigh development, Newmarket Road, Cambridge, CB5.

We have been taking lots of samples and sending these off for testing. We've been in close discussions with UK Health Security Agency (UKHSA) and based on the results we have received, we have now amended this precautionary notice to 'DO NOT DRINK'. This has taken affect from 22-JAN-2024 at 16:15hrs..

What does 'Do Not Drink' mean?

Whilst the 'DO NOT DRINK' precautionary notice is in place, you WILL be able to use your water for:

- Bathing
- Showering
- General washing
- Laundry
- Dish washing (although please dry your dishes before using)
- Toilet flushing

You will NOT be able to use your water for:

- Drinking
- Cleaning your teeth
- Giving to your pets or livestock
- Preparing with, or cooking food

Please see the enclosed flyer and website at www.iwnl.co.uk/water-notice/ for more information. We are also continuing to update our Live Incidents tool at www.iwnl.co.uk/live-incidents/

Bottled Water

We are continuing to liaise with our emergency contractor; Water Direct, to deliver bottled water to a central location on site. Please visit www.iwnl.co.uk/live-incidents/ for information on dates.



17:11



3

WARNING!

Due to an ongoing incident,
DO NOT DRINK YOUR WATER
until further notice.

We will provide
bottled water

Your water may be contaminated

Do not use your water for:

-  Drinking
-  Cooking or preparing food
-  Cleaning your teeth
-  Pets or livestock

You can use your water for:

-  Flushing the toilet
-  Bathing, washing and showering

IMPORTANT: Boiling water **WILL NOT** clean, treat, purify, or kill contaminants.

We are working as quickly as possible to test and confirm your water supply has been restored to a high standard.

17:11

Marleigh Community Centre will be open as usual tomorrow



17:38

DAY 6

TUESDAY

23rd January

2024



Move &
Relax

IT IS TIME TO RELAX!
WE ALL DESERVE IT!



15:08

1 2

The Hall is mopped and the water bottles moved to make room for this well-timed FREE community event
TONIGHT from 7.15pm

15:08

1 4

<https://www.eventbrite.co.uk/e/moverelax-you-deserve-this-gift-tickets-781660466497>

15:09



It's been a pleasure to spend today getting back to a new normal with the water company today. They've mopped and washed up. This photo captures Andy stepping back to let the BBC get to the kitchen sink!

16:32





YOGA

at MARLEIGH

Yoga, breathwork and mindfulness to help
work your body and calm your mind.

WEDNESDAYS
AT 9.30AM

MARLEIGH
COMMUNITY CENTRE

LUCY@YOGASTRONG.CO.UK
WWW.YOGASTRONG.CO.UK

17:09





CIRCUIT CLASSES

MARLEIGH COMMUNITY CENTRE

THE HANGAR BUILDING, 2 JUBILEE SQUARE, CAMBRIDGE, CB5 8BX



BEN

WEDNESDAYS 6-7PM

OPEN TO ALL
ABILITIES

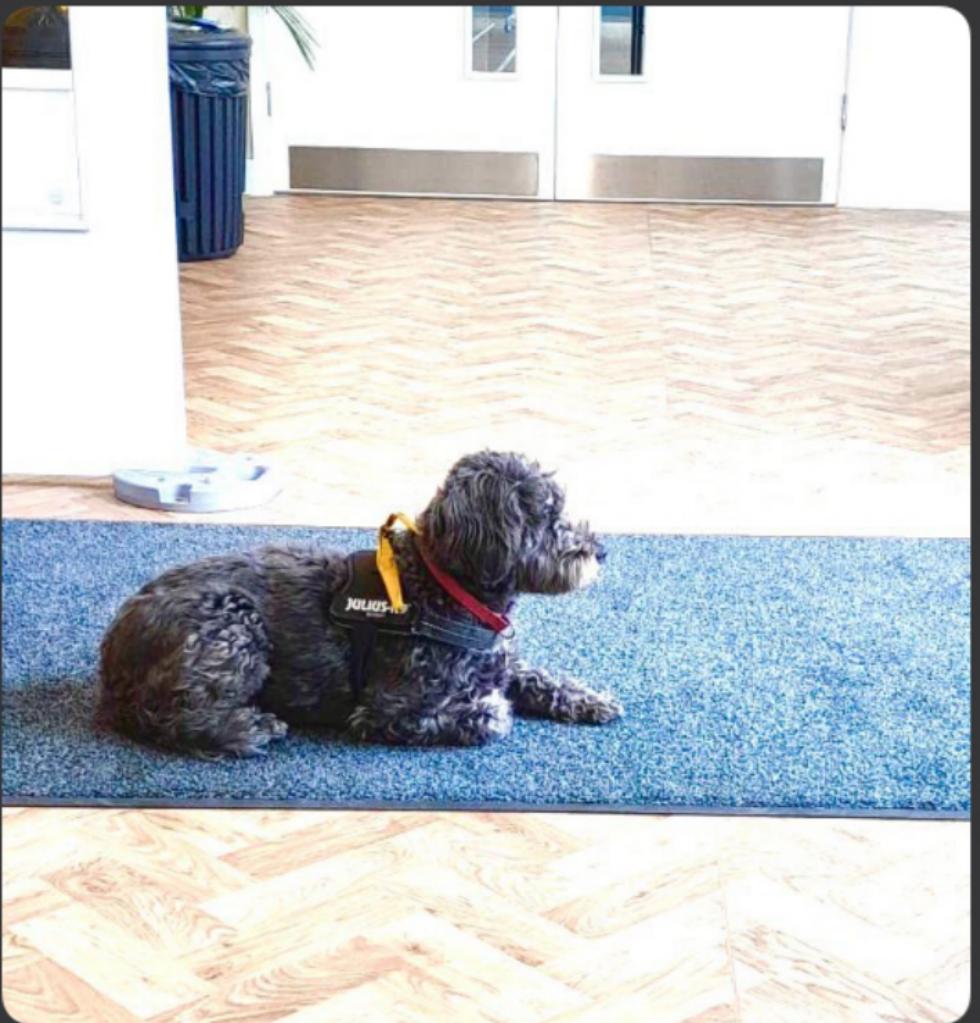
FIRST SESSION
FREE

✉ INFO@CAMBRIDGEFITNESSACADEMY.CO.UK

⌚ [CAMBRIDGEFITNESSACADEMY](https://www.cambridgefitnessacademy.com)

22:33





Molly will be visiting Marleigh on Thursday this week - she will be dropped off in the afternoon in time for the after-school drop-in 4-6pm. She will also be here on Friday 9am-2pm.

23:11



11

Marleigh Community Centre - All Rooms

Hall

Foyer

Jubilee Square

Bookable hours

Outdoors/Other

22 - 28 Jan 2024

Mon 22/01

Tue 23/01

Wed 24/01

Thu 25/01

Fri 26/01

Sat 27/01

Sun 28/01

8:00 - 22:00
BOOKABLE HOURS8:00 - 22:00
BOOKABLE HOURS8:00 - 22:00
BOOKABLE HOURS8:00 - 22:00
BOOKABLE HOURS8:00 - 21:00
BOOKABLE HOURS9:00 - 23:00
BOOKABLE HOURS10:00 - 16:00
BOOKABLE HOURS

From 08:00-16:00

From 08:00-16:00

From 08:00-16:00

From 08:00-16:00

From 09:00-16:00

From 10:00-16:00



What's on 22-28 Jan 2024.pdf

1 page • 211 KB • pdf

DAY 7

WEDNESDAY

24th January

2024

Morning. No changes to the Do Not Drink advice. If you need bottles dropping off and or empty bottles picking up, just message me or contact the water company. The water company are still in residence at the Community Centre this morning. If you're struggling, let me know and I can direct the right support to you. I've been given offers of help to just chat if you'd like someone to call round and just check in.

10:22





Live updates as 'signal fault' sees seven-mile queues on Cambs A-road

There are long delays in the area while engineer...

www.cambridge-news.co.uk

[https://www.cambridge-news.co.uk/
news/local-news/live-updates-signal-
fault-sees-28502470](https://www.cambridge-news.co.uk/news/local-news/live-updates-signal-fault-sees-28502470)

11:19



All calm on Marleigh, chaos beyond

11:19

IMPORTANT: YOU MAY NOW USE YOUR WATER NORMALLY.



Recent precautions are no longer necessary

Our investigations have confirmed that your water meets all the necessary standards and is safe.

The Health Protection Agency and Environmental Health Department of your local authority have been consulted and agree.

Important: Run taps to draw fresh water through system before use.

We apologise for the inconvenience caused.
For more information please phone **02920 028 711**.

13:11



24

All clear!

13:11



4



14:48

1 9

I posted this because some of us are finding it difficult to process that this crisis is now over and the water is safe to drink. Please flush out any tanks. If you need further reassurance or advice please come to the centre today or Thursday or Friday. After today, it may only be a couple of hours each day that someone from the customer liaison team will be here. I will post the hours here when they're confirmed.

Edited 15:18

1 5

We now need to care for the carers. Peta was asking for some practical help from us as a community when all this water issue started so she is now at the top of my priority list. Let me know if you have time today to: 1) get her new mobile phone set up or 2) help her with her issues with the DVLA?

Edited 15:25



An update: please do not open full pallets of bottled water because there's a chance they will be picked up.

16:33

If you need to dispose of empty bottles please drop them into the Hall here. If you need them picking up then let me know

16:35

The water company will be here tomorrow 11-3pm. All financial support will now end, and if you have any queries about claim back or submitting receipts please ask Ian or Andy tomorrow.

16:37

The Centre is booked until 9pm tonight so you can drop off bottles until then. I haven't changed the keybox code this week, so if you are in any doubt just message me.

Thanks!

16:38



Damian and the technical team from the water company came in and thanked us all for providing them with a warm and welcoming base as they worked their magic outside.

16:47



9

To the Merleigh Community Centre,

a very big thank you for all your help
over the last 5 days!

Hope you know



From the IWNL team!



For those asking who is Peta, she has been the face of the Community Centre for the past week. She has greeted everyone with a smile and had time to ask how you're doing. She's a resourceful and remarkable lady and has thrived having a role and being able to help. Peta lives 5 miles away and is mum to Rosie the Pony, who is currently stabled on High Ditch Road just north of Marleigh. I hope the BBC excuse me sharing this clip that captures her star quality and wicked sense of humour.

20:34



9



20:37



2

DAY 8

THURSDAY

25th January

2024



Molly has arrived! Is watching the removal of water from the Hall to outside

12:06



5

This is Very Important : when you ring the IWNL hotline to claim your expenses, **make sure you explicitly ask to be paid by BACS** (direct bank transfer). Otherwise the default is an account credit and that's just rubbish.

14:17



5



If you still have a need for bottles of Essex tap water (I'm not joking), then the last supplies are outside the Community Centre. All full pallets have been removed from Marleigh and the bottles in the Hall have been moved by the gang (see photo). As a precaution, please keep your kids off the piles as there is risk of avalanche.

15:24



6

Today was our last day hosting Andy and Ian. You can contact the water company by phone. They've offered to come back if they're needed, so let me know.

23:01



2