Newham London

The Resident
Charles Bennet Court
Daisy Parsons Court
Luke Howard Court
Bishops Avenue

8 November 2026

Dear Residents

Re: Update on water supply outage

We are writing to provide you with a further update regarding the water supply disruption affecting Charles Bennett Court, Daisy Parsons Court, Luke Howard Court and Bishops Avenue.

Thames Water attended overnight and has advised us that they identified the fault and have now carried out the necessary repair.

Although the fault has been repaired, the current water pressure means that it is taking some time for the water tank to refill. As a temporary measure, our operatives are isolating the tank to allow it to refill before restoring the supply to the blocks. This process may need to be repeated while the water pressure stabilises, which means residents may experience periods of intermittent water supply. We will continue to monitor the tank and water levels closely.

Our teams have continued working throughout the weekend to support residents while the disruption is resolved. Additional bottled water has been delivered to residents, and we will continue to provide bottled water while the supply remains intermittent.

In the meantime, if you continue to experience problems with your water supply and need access to shower and personal hygiene facilities, we have arranged for residents affected by the outage to use facilities at Newham Leisure Centre, 281 Prince Regent Lane, Plaistow, E13 8SD, and Atherton Leisure Centre, 189 Romford Road, E15 4JF.

The leisure centres are open today at the following times:

- Newham Leisure Centre: 8am to 8pm today, and Monday to Friday, 6am to 10pm.
- Atherton Leisure Centre: 8am to 5pm today, and Monday to Friday, 6am to 10pm.

Please let the reception team know that you are a resident affected by the water supply outage.

If you are vulnerable or have additional needs and require further support as a result of the water supply disruption, please contact the Council on 020 8430 2000.

Council repairs teams remain on site, working alongside Thames Water to monitor the situation and the return of normal water pressure.

We will continue to monitor the situation closely and will provide residents with a further update when we have confirmation that the water supply has been fully restored.

We are very sorry for the continued disruption and inconvenience this has caused and thank you for your patience and understanding while we work with Thames Water to resolve the situation.

Yours sincerely

Newham Housing Services
Tel: 020 8430 2000