



Yorkshire Water Services  
PO Box 52  
Bradford  
BD3 7YD  
Tel- 0345 1 24 24 24

When telephoning or writing  
Scheme Ref- Capital YW.204750

29 January 2026

**Dear Customer,**

You'll be aware that as part of our work to increase stormwater storage and improve water quality in the River Wharfe, we'll be carrying out essential improvement works on Low Mill Lane, Addingham. This work will be delivered by our contract partners from M Group.

These works will require a full 24-hour road closure (with full pedestrian access) for a period of two weeks, from **5 January 2026 to 19 January 2026**. This closure has been approved by Bradford Council and is needed to make sure we're keeping residents and workers safe while we carry out important upgrades. As part of the approved closure, the council will have notified the emergency services as part of their standard procedure, just to be safe.

**Key Arrangements During the Closure**

We want to make sure you're aware of how we're trying to make things easier for you while we make this once-in-a-generation upgrade, as part of our wider work, which includes £60m of investment in Addingham and Ilkley, to improve the quality of water in the river Wharfe.

- **Footways will be gritted daily**, up to individual property entrances if required, to maintain safe pedestrian access in icy or freezing conditions.
- **A 24/7 operative** will be on-site to monitor equipment and manage conditions, making sure paths remain clear and safe.
- **Bin Collections:** Please **put your bins out the night before your scheduled collection day** and leave them inside your property boundary. Our two-person team will move them to the collection point beyond the closure barriers and return them afterward.
  - **As a reminder, put out your bins the night before the following collection dates:**
    - Tuesday 6 January 2026 – Green Bin (General Waste).



▪ Tuesday 13 January 2026 – Black Bin (Recycling Waste).

- **Deliveries & postal assistance:** We'll help receive essential parcels or letters and carry them to your doorstep, if required.
- **Parking:** All affected properties must **park vehicles at the end of Low Mill Lane** (on or around Church Street) throughout the closure.
- **Emergency Access:** We're following legal pedestrian space requirements to allow for appropriate and safe access. Our site operatives, who will be on site 24 hours a day, will be on hand to direct relevant emergency services personnel if required.

### **Your Dedicated Contact**

**Peter Steels**, our M Group customer representative, will be available **24/7** during the work period. If you need assistance, whether for bin collections, deliveries, pedestrian access, or anything else, please contact him anytime at **07764 853948**.

If you'd like to contact our customer service team, you're welcome to call **03451242424**; we're always happy to try and find solutions.

We understand the inconvenience a road closure causes and appreciate your cooperation. This upgrade will benefit our people and the environment for decades to come, so we appreciate you helping us make it better for Yorkshire.

Yours sincerely,

**Capital Customer Experience Team**

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