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Lawrence Godsen,
Southern House
Yeoman Road
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Wednesday 29 April 2026

Dear Lawrence,

RE: Southern Water Emergency Works on Shirley High Street, Southampton

I am writing regarding the Southern Water works currently underway on Shirley High Street. The works have been ongoing for over a month now with no clear end in sight. As such, I am deeply concerned about the significant impact the works are having on the local community, particularly businesses.

Whilst I understand that these works were unexpected, local traders are reporting that the subsequent disruption and access issues have resulted in a severe drop in footfall to their businesses.

Local businesses are the beating heart of our communities, and the backbone of Shirley High Street. Whilst I recognise the need to carry out essential infrastructure repairs, the scale and duration of the works are having a disproportionate impact on traders and the wider community.

In light of this, please can you provide urgent clarification on the following points:

- What specific support Southern Water is providing to affected traders during the disruption;
- Whether any compensation scheme is in place, or being considered, for businesses experiencing loss of income;
- What steps are being taken to minimise disruption and maintain access to shops and services throughout the works;
- The current timeline for completion, and what measures are in place to ensure the issue is resolved as quickly as possible;
- How Southern Water is communicating updates and engaging with local businesses and residents during this period.

It is absolutely essential that the local community and specifically businesses receive both clear communication and meaningful support while these highly disruptive works are ongoing.

Please can you outline actions being taken and any further steps you intend to implement.

Yours sincerely,

Satvir Kaur MP, Member of Parliament for Southampton Test