29 Gagglewood
Mannings Heath
West Sussex
RH13 6JR

WATER NEUTRALITY STATEMENT

Introduction

This water neutrality statement is in support of planning application ref. **DC/25/0417** for 'partial change of use' at 29 Gagglewood, Mannings Heath, West Sussex, RH13 6JR pertaining to one room of the existing property being internally repurposed and utilised as a seasonal short-term holiday let effectively creating a five-bedroom dwelling from the existing 4 bedroom dwelling.

Background

Reference shall be made to the **Design & Access Statement** dated March 2025 for this application which includes full details of the site, including its existing and ongoing use as a primary residence and details of the current proposal to use an existing 35m2 extension (built 1980s) as a seasonal short-term holiday let.

Baseline Calculations

The baseline water consumption rate for the property has been taken from the last 3 years water bills from Southern Water which show that despite the property being occupied by 4 people (2 adults and 2 children under 16) the average daily water consumption is just 323 litres or **80.75 litres per person per day**.

The baseline consumption of the whole property including the specific room relating to the application is therefore 4 x 80.75 litres = **323 litres per day in total.**

Please refer to the appended copy of our latest water bill from Southern Water and the extract below for the last 3 years.

Conversely 'Water UK' published an article in January 2023 stating that each person in the UK uses an average of **152 litres per person per day** so our current household water consumption is approximately half of the UK average baseline even with one of the adults in the household being permanently based at home for work purposes.

This is a direct result of our household being very conscious of water consumption and having in place numerous water saving measures including:

- Flow restrictors on taps and showers,
- Dual flush toilets (largely 3/6 litres),
- Using a washing up bowl in the kitchen sink,
- Using the most economical setting on the dishwasher and
- Utilising rainwater recycling (water butts and a rainwater hub).

Such water saving measures extend to the existing 35m2 room in the property for which the planning application (change of use) relates – further details can be found in '**Proposal Demand'** below.

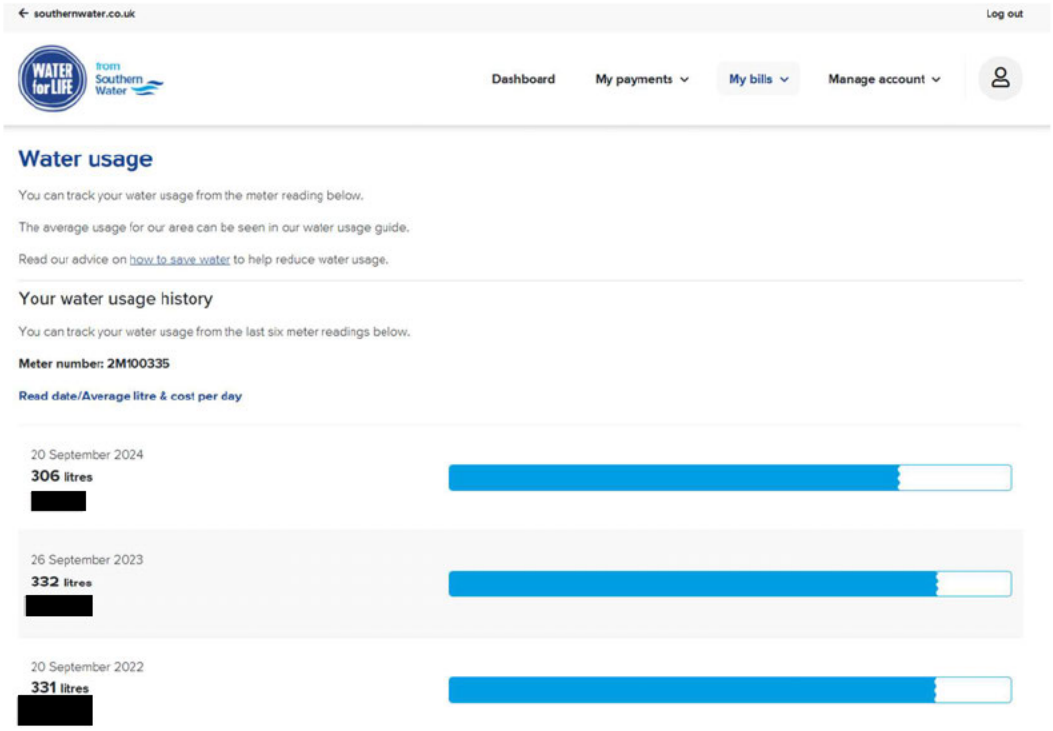


Fig 1 – Extract from Southern Water account portal for 29 Gagglewood, RH13 6JR (Meter number 2M100335)

Proposal Demand

The water demand for the existing room in the property for which the planning application relates is dictated by three primary factors namely:

1. The number of expected guests per stay (max 2 guests)
2. The duration of occupancy per stay (typically 2 nights) and overall annual occupancy (days)
3. The water consumption of the various water fittings within the room.

The room caters for a maximum of two guests and we estimate that the room will be occupied for no more than 40 days per year (out of a total of 70-100 days available for letting) based on perceived seasonable demand (April to September only), largely weekend occupancy only (Friday afternoon check-in to Sunday morning check-out) and a maximum of 50% of weekends being occupied.

The room contains the following water fittings/sanitaryware:

- Kitchen sink with a monobloc mixer tap (with flow restrictor fitted)
- Shower (with flow restrictor fitted)
- Hand wash basin with monobloc tap (with flow restrictor fitted)
- Dual flush low-flow WC (3/6 litres)

There is also a bowl for washing up, no dishwater and only a microwave for heating up food. We hence expect a very low water demand for food preparation and washing up.

Based on extrapolated 2011 census data for Horsham District, a 5-bed house (the existing 4 bed property plus the repurposed room which is the subject of the application) has an average occupancy of 3.09 persons.

To be water neutral, the 3.09 average occupants must not consume more than 323 litres per day in total (based on current water demand taken from the metered bill). This works out at a consumption of **104.53 litres/person/day** (323 / 3.09).

Based on the calculation below, we estimate that the average daily water consumption of the whole property based on the proposed partial change of use will be:

- 80.75 litres/person/day (current metered usage / 4 existing persons) +
- 17.5 litres/person/day (annualised average daily usage by guests)

Total: 98.25 litres/person/day

We believe this meets the criterion for water neutrality.

29 Gagglewood, RH13 6JR
Water Demand Calculation (Short Term Holiday Let Room in existing property)

Occupancy Period - April to September

26	weekends	(Over 6 month season from April to September)
78	days	(conversion to days assuming Friday check-in and Sunday check-out)
39	days	(assuming only 50% of weekends we have bookings and hence guests occupying the room)
40	**Days**	(Rounded up)

Water fitting	Demand per usage (litres)	Uses/Day/ Person	Total Water Usage (litres)	Notes
WC	4.5	2	9	Assumes 1 x 3 litre flush and 1 x 6 litre flush based on partial occupancy as guests will not be at the property for 24/hrs day given they are typically tourists visiting local attractions or attending weddings.
Sink	4	1	4	Limited food prep / washing up and no dishwasher
Shower	64	1	64	Assumes 8 minute shower at 8 litres/minute (flow restricted)
Basin	1.5	2	3	Hand washing and teeth brushing.
			80	**litres/day/person (when in occupancy)**

Total Water Demand

40 days x 2 people (max) x 80 litres/day	**6400** litres per annum
Average water use by the guests per day (annualised)	**17.5** litres/day (6400 litres / 365 days)

Fig 2 – Water Demand Calculation for 29 Gagglewood, RH13 6JR (Short Term Holiday Let Guests – Annualised)

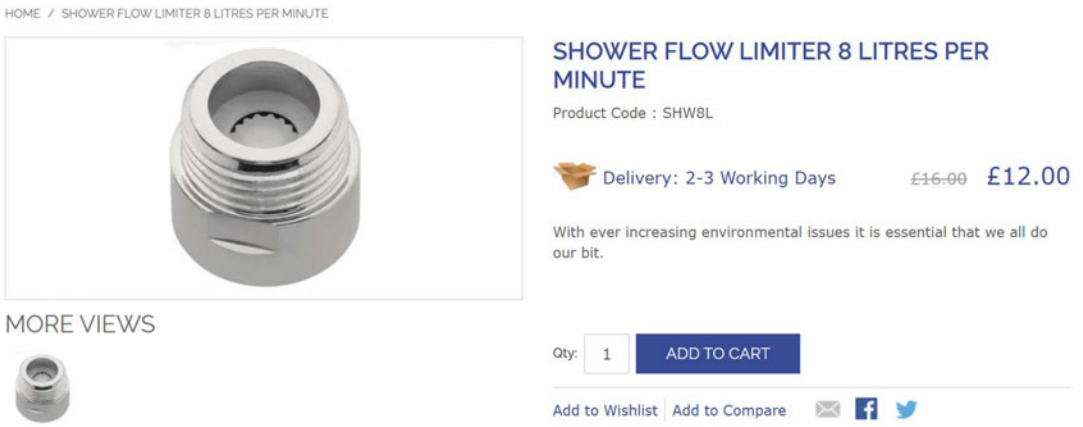
The small courtyard garden available for guest use is largely patio with some small planter pots and we have installed a 100 litre water butt to allow all plant watering to be from recycled rainwater. This water butt is fed from a rainwater hub on the main house which is fed from a 35m2 flat roof. This flat roof will generate circa 0.74 litres/second of rainwater (based on a 50mm/hr rainfall rate) thereby providing an ample rainwater source.

Based on the potted plants needing a 5 litre water can of water every 2 days (2.5 litres/day), the 100 litre water butt should provide circa 40 days storage of water.

Water Reduction Measures

Details of the water saving measures installed in the guest room forming the planning application (change of use) are as follows:

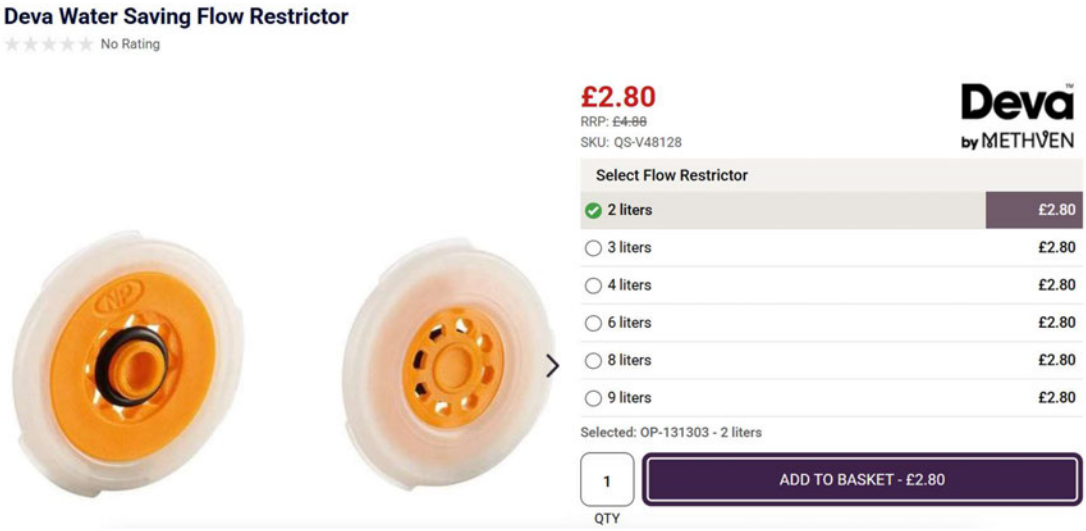
Shower



WC (Dual flush / lo-flow)



Basin and Sink



External Courtyard Garden



Offsetting measures

No offsetting is deemed necessary or possible for this change of use application.

Conclusion

We trust that this water neutrality statement clarifies that the current residential property at 29 Gagglewood already uses considerably less water than the national UK average.

The room that is the subject of the 'partial change of use' planning application is also fitted with stringent water saving devices throughout and the small garden area that guests have access to uses rainwater recycling.

We believe that even with additional (seasonal only) short-term guests, the overall property will still use less water than the national UK average per person and we believe that we have done everything possible to keep water consumption to the absolute minimum.

WATER for LIFE from Southern Water

[redacted]
29 GAGGLE WOOD
MANNINGS HEATH
RH13 6JR

We're making things right
We didn't manage and report compliance correctly at our wastewater treatment works between 2010–17. This means we need to make things right for our customers and the environment. As agreed with Ofwat, we've reduced our wastewater charges by £123m until 2025 (bills will still rise with inflation and depend on your water use).
We're also investing in fixing pipes, pumping stations, wastewater plants and sewers to protect the environment.
Find out more at: **southernwater.co.uk/making-amends**

Visit our website for live chat or to log into your account
southernwater.co.uk/help

0330 303 0277
Weekdays - 8am to 6pm

Your customer number
[redacted]

Your payment reference
[redacted]

Dear Mr S HEDGER & Mrs K HEDGER,

Here's your latest bill based on the meter reading we took on 26 September 2023. You currently pay by Direct Debit, so you don't need to do anything – your payments will be taken automatically.

Meter reading

Water used in cubic metres

123 m³

One cubic metre = 1,000 litres
This is equivalent to: 11 baths, 31 (4 min) showers or 166 toilet flushes

Meter number: 2M100335

Latest reading: 26 Sep 2023

2361.00

Previous reading: 20 Sep 2022

2238.00

Your next meter reading is scheduled to take place by 28 Mar 2024

Previous bill's usage
117.00 m³

Charges

[redacted]

Bill date
02 Oct 2023

Billing period
From: 21 September 2022
To: 26 September 2023

Bill type
Metered - Direct Debit

Previous bill's charges
[redacted]

Future payments

Next monthly payment
[redacted]

1 Nov 2023

For full list of future payments, see Your payment summary.

Struggling to pay? See p. 4

Previous bill's payments
[redacted] **monthly**

Water

Period: 21 September 2022 to 31 March 2023

Variable Rate	£1.550 x	58.80m³	=	[redacted]
Standing Charge			=	[redacted]

Period: 01 April 2023 to 26 September 2023

Variable Rate	£1.716 x	64.20m³	=	[redacted]
Standing Charge			=	[redacted]
Total Water				[redacted]

Wastewater

Period: 21 September 2022 to 31 March 2023

Variable Rate	£1.976 x	54.39m³	=	[redacted]
Standing Charge			=	[redacted]

Period: 01 April 2023 to 26 September 2023

Variable Rate	£2.176 x	59.39m³	=	[redacted]
Standing Charge			=	[redacted]
Total Wastewater				**£270.75**

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Standing Charge:
This covers essential service costs such as sending bills, collecting payments and dealing with enquiries.

There is no charge for surface water drainage at this property.

If you would like to know more about how we calculate our charges, please go to **www.southernwater.co.uk/account/how-we-calculate-your-bill**

Wastewater charges:
Wastewater is charged at 92.5% of the volume of water supplied. These costs are higher as treatment and disposal of wastewater costs more than supplying fresh water.

Your account summary

Balance brought forward from your last bill	[redacted]
What you've paid since your last bill	[redacted]
What you've been charged for From 21 September 2022 to 26 September 2023	[redacted]
Account Balance	[redacted]

Your water usage naturally changes throughout the year. Credit in your account prevents you falling into debt. To learn more please visit southernwater.co.uk/how-my-payment-plan-works.

Your payments summary

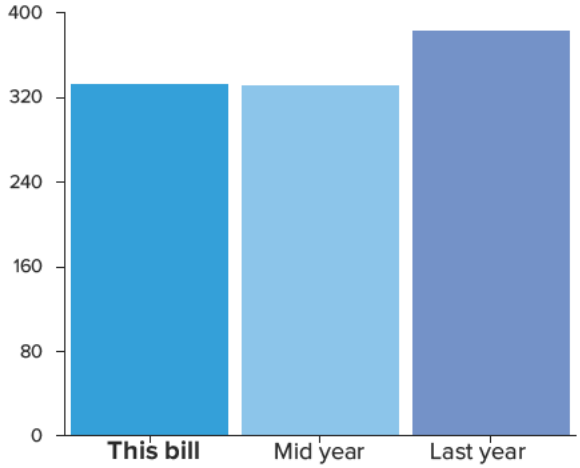
Past monthly payments	[redacted]
1 Nov 2022	
1 Dec 2022	
3 Jan 2023	
1 Feb 2023	
1 Mar 2023	
3 Apr 2023	
2 May 2023	
1 Jun 2023	
3 Jul 2023	
1 Aug 2023	
1 Sep 2023	
2 Oct 2023	
Total	

Future monthly payments	[redacted]
1 Nov 2023	
1 Dec 2023	
2 Jan 2024	
1 Feb 2024	
1 Mar 2024	
2 Apr 2024	
1 May 2024	
3 Jun 2024	
1 Jul 2024	
1 Aug 2024	
2 Sep 2024	
1 Oct 2024	
Total	

Your water use

Over the last twelve months your household used an average of 332 litres a day

You're using £1.33 of water a day on average.



We noticed your water use has increased by 1 litres of water a day on average.

If you use less water, you'll save money on your bill. Find out how you could reduce your usage here:

southernwater.co.uk/save-water

Your water meter is read twice a year. We can read most meters from the street – so you may not have noticed when we read yours.



More information

Struggling to pay?

If you're struggling to pay your bill, we're here to help. Please contact us as soon as possible to talk about the support we can offer you.

0800 027 0363

Payless@southernwater.co.uk

southernwater.co.uk/account/help-paying-your-bill

Moving home?

Please give us at least two days' notice before you move, so we can read your meter.

Alternatively, you can check your meter on the day you leave the property and submit your reading here:

0330 303 0277
Weekdays – 8am to 6pm

southernwater.co.uk/account/moving-home

Contact us

Visit our website
You can access your online account and live chat at:
southernwater.co.uk

Call us
0330 303 0277
Weekdays – 8am to 6pm

Write to us
Southern Water Services
PO Box 564, Darlington
DL1 9ZG

Automated payment line
0330 303 1263
24 hours 7 days a week

We're here to help

Minicom text phone for Deaf people
0330 303 1265
Weekdays – 8am to 7pm
Saturday – 8.30am to 2pm

For a water or wastewater problem or in an emergency - call anytime
0330 303 0368
24 hours 7 days a week

Extra care services, braille or talking bills
0800 027 0800
Weekdays – 8am to 7pm

Spotted a leak?
0800 820 999
Freephone lines open
24 hours 7 days a week

We value your privacy

We're committed to safeguarding your information too, which we use:
- to offer water and wastewater goods and services
- to track trends and create customer profiles
- with credit references agencies for credit management purposes
- with neighbouring water companies to complete the billing process.

For more about what we do visit southernwater.co.uk/privacy

If we get something wrong

Our Code of Practice sets out our standards of service and what we'll do if we fail to meet them, including the amount of compensation we'll pay you. For more information visit southernwater.co.uk/cop

Need more help?

We aim to get things right first time, but if things do go wrong, we'll fix them quickly for you.

Step 1 – Just call a member of our team on 0330 303 0223 or visit southernwater.co.uk/contact-us

Step 2 – If you are not happy with the resolution or need further help then call 0330 303 0223 or email customerservices@southernwater.co.uk and request to be escalated to a manager.

Step 3 – If:

- You are not happy with the final resolution, or
- Your issue is over eight weeks old, or
- You just want some free, trusted, independent advice

You can call the **Consumer Council for Water (CCW)** the independent voice for water consumers in England and Wales by calling **0300 034 2222** or use its online form at **www.ccwater.org.uk/contact-us**

If Southern Water has registered a default on your Consumer Credit File, the charges from this bill will be added to the total amount outstanding. We will have sent you previous correspondence to advise you of our default process.

Southern Water Services Ltd,
Registered office, Southern House,
Yeoman Road, Worthing, BN13 3NX.
Registered in England No: 2366670
VAT Reg No: 813 0378 56