

From:
Sent:
To:
Cc:
Subject:

Thanks Chris

BTW the workers you sent were charming, thoughtful and cleaned up well each day. I'm glad that you chose contractors with those good standards.

From: Christopher Jones (Maritime Manager) <chris.jones@cornwall.gov.uk>

Sent: 11 August 2025 12:50

To: R. [REDACTED] <[REDACTED]> Steve Rowe <Steve.Rowe@cornwall.gov.uk>

Cc: la [REDACTED]

Moon [REDACTED]

<lisa [REDACTED]>

Subject: [REDACTED]

Information Classification: PUBLIC

My apologies. I had thought you were in direct communication with my colleague Steve Rowe who has been managing the project.

Works continue on site and the most likely source of the voiding has been identified. This does not extend in the direction of adjacent properties. I have agreed that the harbour will complete the repair but may pursue cost recovery when complete in order to expedite the repair.

Best regards
Chris

Christopher Jones | Maritime Manager
Cornwall Council | Maritime Section
[Book a meeting with me | chris.jones@cornwall.gov.uk](#)
Tel: 01872 324216 | Mobile: 07511 045769
www.cornwall.gov.uk | www.cornwallharbours.co.uk

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
<chris.jones@cornwall.gov.uk>
Cc: la [REDACTED]
Moon <perran.moon.mp@parliament.uk>
Subject: Week 17 and counting.....Dug up and dangerous harbourside - SW Water's Work

As we move into week 15, it's good to see that an enormous amount of work is happening in short



bursts. I will attach a couple of photos from this morning.



The exposed cave is huge with the open top maybe 3m by 2m at the moment. The fence surround is fairly strong but of course cones etc are being thrown into the harbour at night. We climb in when we wake up - luckily low tide times are helping - and fish them out.

I'm obviously interested in knowing about the impact of the huge and growing hole on neighbouring houses. What assurance can you offer me and my neighbours about the impact of that your work and further digging?

Sent from my iPhone

On 24 Jul 2025, at 16:17,

Thanks Steve - both for the work and the good communication.

From: Steve Rowe <Steve.Rowe@cornwall.gov.uk>

Sent: 24 July 2025 15:57

[REDACTED]

Information Classification: CONTROLLED

Good afternoon.

FYI.

I have been informed by the contractor they are hoping to start the works next week. Information from some of the service providers is still outstanding, but the contractors can make a start whilst waiting for this.

Kind regards

Steve Rowe | Maintenance and Project Manager

Cornwall Council | Maritime Section

steve.rowe@cornwall.gov.uk | Tel: 01872 324216

www.cornwall.gov.uk | www.cornwallharbours.co.uk

[REDACTED]

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So possibly 17 weeks of a gaping hole in the walkway before work even starts?

Please will you reconsider the priority of this danger given its position?

[REDACTED]

21 Jul 2025, at 9:18 am, Christopher Jones (Maritime Manager)
<chris.jones@cornwall.gov.uk> wrote:

THE SITE REMAINS SAFE

Cornwall Council 1

Book a meeting with

Tel: 01872 324216

www.cornwall.gov

Hello again everyone

1. Chris offered assurance that surveying and planning for repair was in hand.

That was all lovely.

So here we are with the hole, the void and the Council installed orange and metal temporary detritus still in place on 21/7/25. The holiday visitor influx is very imminent and so obviously the risk is about to rise considerably.

Please may I have a new update on when the void will be filled and the risks fully ameliorated.

Thanks



Thanks for the reply Chris.

So other than surveying, nothing has actual happened and there is no date for it to happen? As I say we are 11 weeks in now, so when would it be reasonable for me to ask again if nothing continues to happen with what - as you say yourself - is a significant void in the walkway?

But the way, please don't take current assurance from the photo you mention because I did not add one. The photo that presumably is still attached to the thread is what I sent you on 18/6 in my first email.



On 10 Jul 2025, at 19:29, Christopher Jones
(Maritime Manager)
<chris.jones@cornwall.gov.uk> wrote:

Information Classification: PUBLIC



Thank you for your email, and accompanying photograph which confirms the site remains safe and secure. Initial inspections have been undertaken and contractors have attended site to quote for the repair.

As explained previously following excavation of the area to complete a repair South West Water found a significant void. This was reported to us and a contractor appointed to determine how extensive the repair work is. As you may already know there are many utilities in the area, and adjacent properties that we want to ensure are not impacted by further voiding and ultimately subsidence.

I can assure you a full repair is planned but I cannot give a timescale at this time.

Best regards
Chris

Sent from [Outlook for Android](#)

From: Chris Crawford <chris.crawford@swwater.co.uk>
Sent: Thursday, 11 May 2025 11:15 AM
To: 'Perran' <perran@perran.co.uk>
Subject: SWWater's work

Hi Perran,
Chris Crawford
SWWater's work

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Hello everyone (and welcome to the thread Perran)

So we are now in week 11 of the huge hole in the public walkway by the slipway in Portreath - just to repeat - week 11 since 29 April 2025.

As you can all see below:

1. on 19/6 Chris Jones from Cornwall Council offered assurance that the hollowed out new cave in the harbourside with 2 small pieces of temporary covering resting over the holes feels safe and secure from collapse to him.
1. you can also see that we are assured that we need not worry that the flimsy bits of tape, temporary bits of fencing and several large plastic way-blockers may be thrown about by vandals exposing the big hole to pedestrians and the harbour to pollution.
1. the thread below sets out some of the relationship between South West Water who dug the ground that exposed the void and Cornwall Council who are owners of the Statutory Harbour Estate.
1. Chris offered assurance that surveying and planning for repair was in hand.

That was all lovely.

So here we are with the hole, the void and the Council installed orange and metal temporary detritus still in place on 10/7/25. The holiday visitor influx is very imminent and so obviously the risk is about to rise considerably.

Please may I have an update on when the void will be filled and the risks fully ameliorated.

Thanks



<Cliff.Crawford@cornwall.gov.uk>

Subject: Re: Dug up and dangerous harbourside - SWWater's work

Excellent. Thank you for checking.

Let's hope therefore that work begins soon and finishes before it ceases to be safe and secure. I suggest this doesn't give you much of a window so ideally let's make the most of it.

[REDACTED]

Sent from my iPhone

On 19 Jun 2025, at 21:40,
Christopher Jones (Maritime
Manager)
<chris.jones@cornwall.gov.uk
> wrote:

Information Classification:
PUBLIC

Good evening all,

I inspected the area this evening and found it to be safe and secure.

Best regards
Chris

Sent from [Outlook for Android](#)

[REDACTED]

<

Subject: Re: Dug up and dangerous
harbourside - SWWater's work

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Thanks

Sent from my iPhone

On 19 Jun 2025,
at 10:59,
Christopher
Jones (Maritime
Manager)
<chris.jones@cornwall.gov.uk>
wrote:

Information

Classification

Public

Information
Classification
Public

The area falls within the Statutory Harbour Estate; we would not routinely report to a Parish or town Council from works undertaken on our estate but we do have a good relationship with Portreath and work closely with such defects. Of course if there is any vandalism please report this to us; sadly this is all too common across all our sites.

I will inspect the site on my way back from another location later

today but certainly
when last
inspected by the
head of our
Maintenance
Team it was
deemed as safe.
The surveys may
highlight further
voiding and repairs
required and we
hope to know in
coming days.
Whilst it may look
like there is no
progress this is
certainly not the
case and this
repair is rather
more complex
than just back
filling.

Best regards
Chris

**Christopher
Jones | Mariti
me Manager
Cornwall
Council |
Maritime
Section**

[Book a meeting
with me |](#)

[chris.jones@cor
nwall.gov.uk](mailto:chris.jones@cornwall.gov.uk)

Tel: 01872

324216| Mobile:

07511 045769

[www.cornwall.g
ov.uk |](http://www.cornwall.gov.uk)

[www.cornwallha
rbours.co.uk](http://www.cornwallharbours.co.uk)



To: Christopher
Jones (Maritime
Manager)

<chris.jones@cornwall.gov.uk>; Ian

Stewart

<ianstewartppc@outlook.com>

Cc: Cllr Cliff

Crawford

<Cllr.Cliff.Crawford@cornwall.gov.uk>

Subject: Re: Dug up and dangerous harbourside - SWWater's work

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Thanks Chris.

I'm glad the hollowed out harbourside with 2 small pieces of temporary covering resting over the holes feels safe and secure from collapse to you. I look forward very much to seeing progress on this as you have outlined. Will you be progressing chasing this and reporting back to the Parish Council?

That just leaves the issues of people vandalising the

heavy loose items
and the
subsequent
increased risk of
people falling into
the holes. As you
all know,
Portreath has a
considerable
antisocial
behaviour
problem in the
summer months
so these are not
idle observations.

REDACTED

From: Christopher
Jones (Maritime
Manager)

<chris.jones@cornwall.gov.uk>

Sent: 19 June 2025
09:55

To: Ian Stewart

REDACTED

REDACTED
<chris.jones@cornwall.gov.uk>

Subject: RE: Dug up
and dangerous
harbourside -
SWWater's work

Information
Classification:
PUBLIC

Morning Ian,

The Heras fencing
was installed
some time ago;
believe when
SWW left site

having completed
there works

Works being
undertaken by
SWW highlighted
structural defects
and voids and the
area was left open
whilst survey work
was undertaken
ahead of a repair
proposal. This
survey (including
ground
penetrating radar)
was undertaken
last week. When
we last inspected
the site it was safe
and secure; we
will re-visit to see
the current status.
The repairs are
further
complicated by
the services to
properties in the
area.

Best regards,
Chris

**Christopher
Jones | Mariti
me Manager
Cornwall
Council |
Maritime
Section**

Book a meeting
with me |
[chris.jones@cor
nwall.gov.uk](mailto:chris.jones@cornwall.gov.uk)
Tel: 01872
324216 | Mobile:
07511 045769
[www.cornwall.g
ov.uk](http://www.cornwall.gov.uk) |
[www.cornwallha
rbours.co.uk](http://www.cornwallh
arbours.co.uk)

From: Ian Stewart
<ianstewartpoc@outlook.com>
Sent: 19 June 2025
09:29

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<Cliff.Crawford@cornwall.gov.uk>;

Christopher Jones
(Maritime
Manager)

<chris.jones@cornwall.gov.uk>

Subject: Re: Dug up
and dangerous
harbourside -
SWWater's work

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I see this
morning that
Herris fencing
has been erected
so that is some
progress

Ian
Sent from my
iPhone

On
19
Jun
20
25,

From:
Sent:
To:
Cc:
Subject:

Hello everyone (and welcome to the thread Perran)

So we are now in week 11 of the huge hole in the public walkway by the slipway in Portreath - just to repeat - week 11 since 29 April 2025.

As you can all see below:

- on 19/6 Chris Jones from Cornwall Council offered assurance that the hollowed out new cave in the harbourside with 2 small pieces of temporary covering resting over the holes feels safe and secure from collapse to him.
- you can also see that we are assured that we need not worry that the flimsy bits of tape, temporary bits of fencing and several large plastic way-blockers may be thrown about by vandals exposing the big hole to pedestrians and the harbour to pollution.
- the thread below sets out some of the relationship between South West Water who dug the ground that exposed the void and Cornwall Council who are owners of the Statutory Harbour Estate.
- Chris offered assurance that surveying and planning for repair was in hand.

That was all lovely.

So here we are with the hole, the void and the Council installed orange and meal temporary detritus still in place on 10/7/25. The holiday visitor influx is very imminent and so obviously the risk is about to rise considerably.

Please may I have an update on when the void will be filled and the risks fully ameliorated.

Thanks

From: [REDACTED]
Sent: 19 Jun 2025, 21:40
To: Chris Jones <chris.jones@cornwall.gov.uk>
Cc: lan [REDACTED]
Subject: [REDACTED]

Excellent. Thank you for checking.

Let's hope therefore that work begins soon and finishes before it ceases to be safe and secure. I suggest this doesn't give you much of a window so ideally let's make the most of it.

[REDACTED]

Sent from my iPhone

On 19 Jun 2025, at 21:40, Christopher Jones (Maritime Manager)
<chris.jones@cornwall.gov.uk> wrote:

Information Classification: PUBLIC

Good evening all,

I inspected the area this evening and found it to be safe and secure.

Best regards
Chris

Sent from [Outlook for Android](#)

[REDACTED]
Subject: [REDACTED] dangerous harbour side - SW Water's [REDACTED]

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Thanks

Sent from my iPhone

On 19 Jun 2025, at 10:59, Christopher Jones (Maritime Manager)
<chris.jones@cornwall.gov.uk> wrote:

Information Classification: PUBLIC

The area falls within the Statutory Harbour Estate; we would not routinely report to a Parish or town Council from works undertaken on our estate but we do have a good relationship with Portreath and work closely with such defects. Of course if there is any vandalism please report this to us; sadly this is all too common across all our sites.

I will inspect the site on my way back from another location later today but certainly when last inspected by the head of our Maintenance Team it was deemed as safe. The surveys may highlight further voiding and repairs required and we hope to know in coming days. Whilst it may look like there is no progress this is certainly not the case and this repair is rather more complex than just back filling.

Best regards
Chris

Christopher Jones | Maritime Manager

Cornwall Council | Maritime Section

Book a meeting with me | chris.jones@cornwall.gov.uk

Tel: 01872 324216 | Mobile: 07511 045769

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From: Paul.Fitzjohn@outlook.com

Subject: Re: Dug up and dangerous harbour side

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Thanks Chris.

I'm glad the hollowed out harbourside with 2 small pieces of temporary covering resting over the holes feels safe and secure from collapse to you. I look forward very much to seeing progress on this as you have outlined. Will you be progressing chasing this and reporting back to the Parish Council?

That just leaves the issues of people vandalising the heavy loose items and the subsequent increased risk of people falling into the holes. As you all know, Portreath has a considerable antisocial behaviour problem in the summer months so these are not idle observations.

From: Christopher Jones (Maritime Manager) <chris.jones@cornwall.gov.uk>

Sent: 10 June 2025 09:29
To: Ian Stewart <ianstewartppc@outlook.com>
Subject: Re: [EXTERNAL] Fencing at the site

Information Classification: PUBLIC

Morning Ian,

The Heras fencing was installed some time ago; believe when SWW left site having completed there works

Works being undertaken by SWW highlighted structural defects and voids and the area was left open whilst survey work was undertaken ahead of a repair proposal. This survey (including ground penetrating radar) was undertaken last week. When we last inspected the site it was safe and secure; we will re-visit to see the current status. The repairs are further complicated by the services to properties in the area.

Best regards,
Chris

Christopher Jones | Maritime Manager
Cornwall Council | Maritime Section
[Book a meeting with me | \[chris.jones@cornwall.gov.uk\]\(mailto:chris.jones@cornwall.gov.uk\)](#)
Tel: 01872 324216 | Mobile: 07511 045769
www.cornwall.gov.uk | www.cornwallharbours.co.uk

From: Ian Stewart <ianstewartppc@outlook.com>

Sent: 10 June 2025 09:29
To: Christopher Jones <chris.jones@cornwall.gov.uk>
Subject: Re: [EXTERNAL] Fencing at the site

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I see this morning that Heris fencing has been erected so that is some progress

Ian
Sent from my iPhone

Thanks Ian. I will of course do that, and I'm hoping PCC and Cllr Crawford will also add their voices to the concerns before serious consequences occur.

CONFIDENTIAL

On 18 Jun 2025, at 11:38 pm, Ian Stewart
<ianstewartppc@outlook.com> wrote:

CONFIDENTIAL

I'll ask Lucy to send an email to the contact she has at SWWA to see what can be done.

I would recommend you getting in contact directly with Chris Jones (in copy) who is the Marine Manager of Cornwall Council. 01872 224231

He may have more influence over what SWWA is doing with the harbour

Thanks
Ian
Sent from my iPhone

CONFIDENTIAL

Sorry - 29th April not May

CONFIDENTIAL

CONFIDENTIAL

[utlook.com](mailto:ianstewartppc@outlook.com)>
wrote:

Hi Ian

As you obviously know, the harbourside was

dug up by South West Water 8 weeks ago on Tuesday 29 May. The huge holes are still there with some slight plastic attempts at excluding people falling into them arrayed around them. I attach a video but it doesn't show that beneath the 2 sheets over the hole, the harbourside is alarmingly currently hollowed out like a cave.

About a month ago SWW came to fill the holes with piped concrete but were stopped from continuing by a Cornwall Council harbour person as it was being done in a sloppy fashion and wasn't going to make the harbourside safe. Since then no one has done anything.

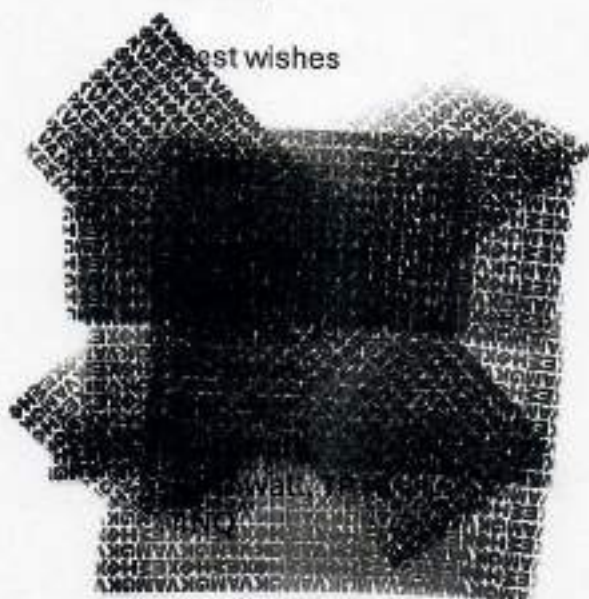
Pretty soon the summer influx of partying visitors jumping into the harbour will begin and I think it's inevitable that the plastic

fencing and
bollards will end
up being thrown
in as happened
last year when
smaller amounts
were left lying
around.

Is there anything
Portreath Parish
Council can do
to lean on SWW
to liaise with
Cornwall
Council to agree
a spec and get in
with the repair
before either
someone falls or
the harbourside
deteriorates
further or all the
plastic tat gets
thrown into the
sea - or maybe
all three?

I will copy this to
Cllr Crawford as
he may be able
to help.

Best wishes



<Video.mov>

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<pro-NBLw274n.jpeg>