



The Occupier

Ref: 1171394  
Date: 27<sup>th</sup> September 2016

Dear Sir/Madam

**A154 Walton Avenue, Felixstowe – Road Resurfacing October 2016 – Rescheduled**

Following our letter dated 22<sup>nd</sup> September 2016, Suffolk Highways have reprogrammed the road resurfacing works as detailed below.

The road resurfacing works have been rescheduled to take place **overnight** on 14<sup>th</sup> October 2016. The start date of the works may change because of delays caused by weather, but if a delay does occur, signs on site will indicate the new start date.

The road will be temporarily closed to through traffic between **7pm and 5am**. Access to properties and businesses will be available but controlled by staff on site. Please speak to one of our staff who will provide access as soon as it is safe to do so. Access for emergency services will be maintained at all times.

During the period of the closure, traffic will be diverted via A14, A154 and vice versa.

**On street parking will be restricted to allow the resurfacing to be carried out unobstructed.**

These temporary traffic management measures are required to allow the works to be carried out safely and in accordance with current health and safety guidelines.

Inconvenience and disruption will be kept to a minimum during these works. Overleaf you will find some of the most frequently asked questions which may help with any queries you may have. However, if your query is not answered or should you wish to discuss any details of the scheme further, please contact highways general enquiries using the contact details shown at the end of the frequently asked questions. We would be grateful for feedback on how the works were carried out and what you think of the result. Once the works are completed please take a few moments to complete a short survey at [www.suffolk.gov.uk/suffolk-highways-survey](http://www.suffolk.gov.uk/suffolk-highways-survey). Your answers will help us improve our service in the future.

Yours faithfully

Suffolk Highways



## Frequently Asked Questions

Nobody likes to hear that roadworks are soon to take place outside their home or business, especially when it involves closing the road. Unfortunately, they are unavoidable, and Suffolk Highways often has to close off part of your road to make it a safe place for our workforce to carry out their duties, and to enable us to finish the works as quickly and efficiently as possible. But we also want you to know that, while your road is closed off, you won't be trapped in your home, or unable to carry on your daily life! Please take a few minutes just to read through the answers below as these address the questions that we get asked the most whenever we send out a letter like this. If they don't answer your question(s), then of course you can get in touch via the contact details below.

### **Question 1: You have said my road will be closed. How am I going to get in and out of my property?**

Firstly, please understand that we will do all that we can to ensure that you have access to your home or business. At each end of any closure, there will be members of our team whose job it is to make sure members of the public, if they need to get into or out of where Suffolk Highways is working, are safe and use the right route. Whatever the reason, we will do our best to make sure you can carry on your daily life as normally as possible. We understand that businesses need to know that customers can still visit, so where appropriate we will put up notices saying "Businesses open as usual". We just ask everybody to take the advice and assistance of the trained staff on the site as roadworks sites can be hazardous places. However, because of the sort of works we carry out, there will inevitably be times that access to your property could be temporarily impossible – for example if we are digging up the road or footpath right outside your driveway, or laying the new surface just where you need to drive. But, even if it is temporarily restricted, it would normally only be for about 15 to 20 minutes until the surface becomes driveable again. We communicate with other service providers (e.g. for bin refuse collections), to let them know when we will be working on your road, so you don't need to worry about that either. It goes without saying that, should an emergency vehicle need to get in, access would be instantly made available. We realise how disruptive roadworks can be, and we try to make it as painless as possible, whilst maintaining a safe environment for everybody – workers and the public.

### **Question 2: Will the works be noisy?**

Unfortunately, the nature of our works improving your roads and footpaths means that we do sometimes make some noise. We would always try to keep this to the minimum possible.

### **Question 3: The job has been finished but there are still signs and barriers left on the site – have they been forgotten?**

Sometimes we have to leave sites barriered off for a while after works are completed while surfaces dry off. Or it may be that a crew is scheduled to pick up the signs and barriers when they are going past at a later date. Just occasionally we may miss one or two so, if you see bits and pieces lying around for more than two weeks, by all means contact us we'll get it collected.

### **Question 4: Your letter says works will start today and there's no-one here?**

We have to plan our works way in advance and it is also very weather dependent, so sometimes the dates on the letters cover the range of days we expect to be on site. So don't worry if you don't see anyone the first day – there will be a reason. Major changes are always notified to residents, and we try and keep the information boards on site up to date.

### **Question 5: There is a diversion route set up but people are using the narrow back road where I live as a shortcut and causing traffic problems – why can't you stop them?**

Diversions are always inconvenient and take time to drive round, but they are necessary and will be the best route for all types of vehicle. Unfortunately, we can't stop any driver using any public road not included as part of our works. We try and make the diversion as clear as possible, but if you think it's not working, let us know.

Hopefully, all of your questions will have been covered somewhere above, and you will be reassured that we do understand how disruptive and inconvenient having roadworks outside your door can be, and that we do everything we can to make things go smoothly. But if you have any other concerns that you want to raise, please use the contact details below and we will be happy to help you.

**e-mail: [enquiries@suffolkhighways.co.uk](mailto:enquiries@suffolkhighways.co.uk)**

**Tel: 0345 606 6171**