

Our ref: 177982  
Date: 19 February 2019  
Enquiries to: Customer Services  
Tel: 0345 606 6171



Dear Resident

### **Bristol Hill, Shotley – Footway Works – February 2019**

We will be carrying out works the bottom of Bristol Hill, Shotley to extend the existing footway outside the property St Helier (opposite the Bristol Arms Pub) to the footpath that runs along the shoreline. We will also be installing an uncontrolled dropped crossing further up the hill adjacent to The Moorings and the public toilets. We apologise for the short notice however additional resource has become available and we have been able to pull the job forward in the schedule.

The work is planned to start on the 25th February 2019 and continue for 3 weeks, excluding weekends. Work will be carried out from around 7am until 4.30pm each day. The times and dates of works may change depending on the weather conditions. If they do change, we will let you know by updating the information signs on site.

During the works, traffic will be controlled by 2-way traffic lights. Access to properties and businesses will be available but controlled by staff on site. If you require access, please speak to one of our staff who will provide assistance as soon as it is safe to do so.

There may be restricted access on some sections of the footpath while the works are in progress, pedestrians will be re-directed via a safe alternative route. **Access to properties very close to the location of the works may be temporarily affected while works are in progress. Staff on site will liaise with the affected residents on site to minimise disruption. We apologise in advance for any inconvenience this may cause.**

On street parking will be restricted for this period to allow the works to be carried out unobstructed. Access for emergency services will be maintained at all times.

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. Please see the information over the page for more details of how access to your property will be affected by the works, as well as other frequently asked questions. If you have any other questions about the work, please call us on: 0345 606 6171.

Once we have completed the works, it would be helpful if you could 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:**

### **You have said that my road will be closed. Will I still be able to get in and out of my property?**

Yes, the majority of the time you will be able to. When the road is closed, staff on site will be able to make sure that you can get through safely.

If we are working directly outside your property, we will do everything we can to make sure that you still get in when you want to. However, if, for example we are digging up the road or path right outside your property, there may be periods of around 15-20 minutes when you may temporarily not be able to get in or out.

### **What about access for other services including emergency services?**

We notify the emergency services, local bus operators and councils for bin collections. If an emergency vehicle needs to get in, access would immediately be made available.

### **I run a business – how will people know if it is open?**

We know its important customers are aware businesses are open, so where appropriate we will put up notices or display signs saying 'Businesses open as usual'.

### **Will the works be noisy?**

The nature of roadworks and the equipment that we use, means that works can be noisy. We will do everything we can to keep noise to the minimum possible.

### **Will works definitely start on the date in your letter?**

We plan roadworks in advance, so to take into account bad weather or other delays, we give dates that cover the range of days that we could be on site (with a few extra days planned in just in case). If we need to make major changes to the dates of works, we will let you know and update the information boards on sites.

### **Why is there a long diversion in place?**

When we close a road and put a diversion in place, it needs to be a route that can be accessed by all shapes and sizes of vehicles. We make the diversion as clear as possible, but people may choose to use other local roads.

### **The works have finished. Why have signs and barriers been left behind?**

Sometimes we need to leave sites with barriers around them so that new surfaces can finish drying off. Often our teams are scheduled to collect the signs at a later date. Occasionally we may leave signs behind by mistake, so if you do see them more than two weeks after we have finished give us a call and we will come and collect them.

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