

Our ref: Low Road/Debenham
Date: 13th March 2019
Enquiries to: Suffolk Highways
Tel: 0345 606 6171
Email: customer.service@suffolk.gov.uk

The Occupier

Dear Sir/ Madam,

Low Road, Debenham - Timber Boardwalk Repairs – April 2019

We will be carrying out repairs to the timber boardwalk along Low Road, Debenham outside Maltings Farm.

The work is planned to be completed between 1st April 2019 and 3rd April 2019. Work will be carried out Monday to Wednesday 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.

The road will be closed **24 hours** each day for the duration of the works. Access to properties and businesses within the site will be available, subject to on-going operations. This will be controlled by staff on site and if access is required please approach a member of 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

Low Road, Gracechurch Street, High Street, Low Road and vice versa.

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. 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 it's 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.

Tel: 0345 606 6171

Report it: www.suffolk.gov.uk/report-a-highways-problem