



The Occupier

Date: 8th May 2017
Ref: 145593

Dear Resident

C440 Onehouse Road, Stowmarket and Union Road, Onehouse – Road Repairs – May 2017

Suffolk Highways will be carrying out road repairs along the entire length of Onehouse Road, Stowmarket and Union Road, Onehouse. This work is necessary to maintain the existing road surface and prepare for further surfacing works to take place at a future date.

We plan to start work on site on the 22nd May 2017 and continue for 3 days between 9.30am and 3pm. The start date of the works may change because of delays caused by weather. If a delay does occur, signs on site will indicate the new start date.

During the works the road will be closed to through traffic, 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.

During the closure traffic will be diverted via:

B1115, Starhouse Lane and vice versa

On street parking will be restricted to allow the repairs to be carried out unobstructed and you may be asked to move your vehicle if it is parked over an area to be repaired (marked by yellow or white paint). 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.

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.

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 outside your property, we will do everything we can to make sure you still get in when you want to.

However, 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