

Q. Will I still have access to my property?

We will maintain access when safe to do so. If the road is closed we will have gatemen positioned at the entrances to the closure to advise residents on the best method to access their properties. When possible vehicular access will be granted. Pedestrian access should be available at most times but if machinery is working close to the footways then pedestrians may be asked to wait until it is safe to pass.

Q. Will I still be able to drive out of my property?

If you wish to exit your property in a vehicle then we would ask you to do so with caution. If possible please check with the on site personnel to agree the safest route. This may mean going a different route than you were planning depending on where the machinery is actually working. So please leave extra time for your journey and be aware that there may be uneven surfaces and raised ironworks that as they are inside a working site may not be individually signed or guarded.

Q. When can I drive over the new surface?

The materials used in our resurfacing are laid at a high temperature and must be allowed to cool before trafficking. If you wish to travel over a freshly laid surface then please check with on site personnel. We would usually expect that normal cars can travel over our new surface in around 1 hour. Although this could increase in summer times with the higher ambient temperatures and will definitely increase for larger vehicles. Our contractors will not leave site while it is not possible to drive over the new surface, so if all on site personnel have left site then you should assume that you can use the road as normal.

Q. Is the new surface safe to walk on?

Freshly laid material can hold a higher temperature for several hours after laying and although able to be driven on we would ask you to use caution when walking on the material for 24 hours. The material can also be slightly sticky for the first 24 hours and may leave a small residue on shoes. Please do not let children play on the new surface for at least 24 hours and be careful when walking any animals over the surface as their bare feet will be more susceptible to damage or injury on still hot material.

Q. Will my bins still be emptied?

We have no control over local bin collections so please contact your usual bin collectors for further information.

Q. I have a business inside the works. Will clients, customers or deliveries still be allowed access?

We will treat all visitors to site the same. If it is safe to do so we will allow access. If possible please arrange deliveries outside our working times. If this is not possible and you need to talk about a specific delivery then you can call the highways helpdesk on the number at the bottom of the first page.

Q. I have a carer or helper who comes on a daily basis. Will they be allowed access?

As above, we will treat all visitors to site the same and allow access when safe to do so. Please inform any carer or helper of the works so that they can allow a few extra minutes for any delays. If you have any concerns over care for yourself or any other person you know inside the affected area then please call the Highways Helpdesk on the number at the bottom of the first page and we will do everything we can to ensure that all care or help needed is delivered with the minimal disruption possible.

Please be aware that working sites can be dangerous places please help us keep your children safe by keeping them away from our works.