

Thorn Depot
Unit 3, Thorn Business Park
Rotherwas, Hereford
Herefordshire
HR2 6JT

12217/242

The Resident / Occupier
Wye Leisure Ltd
Fownhope
HEREFORD
HR1 4PE



5 July 2019

Good news, we're improving your road

Dear Sir/Madam

Herefordshire Council, in partnership with Balfour Beatty Living Places, is currently investing more than £25m into the county's roads and public spaces. We believe this investment will have a positive impact on the health, wealth and wellbeing of everyone who lives, studies, works or travels in the county.

Why are we writing to you?

We are writing to tell you about some work to improve the roads in your area and to provide useful information about safety arrangements, to ensure that we can complete the work as quickly and safely as possible. This letter also contains information about diversions, access arrangements for homes and businesses, buses and regular bin collections.

What work is taking place and when?

B4399 Holme Lacy Village, Herefordshire Resurfacing/patching works

Work will commence on Monday, 22 July 2019 until (and including) Wednesday, 24 July 2019.

Please refer to the attached plan showing the approximate location of this work.

How will traffic be diverted?

The diversion route for **cars/LGVs** is via the B4399 / A49 / B4224 / B4399 and vice versa.

When will roads be closed?

A road closure will be in force each day commencing at **09.00am until 5.00pm**. The road will re-open at 5.00pm each evening.

Can I get access at all during this period?

Although there may be limited periods of time when access to homes, businesses or other premises will not be possible at all or may be restricted, to ensure your safety and that of workers, we will do everything we can to assist.

Plan ahead. If you know of specific dates or times when access is needed, for example if you are a carer visiting someone at home or are moving home and need removal van access, please call our **Customer Service team on 01432 261800** in advance of the works starting. If you have anyone visiting you during the time of the road closure, please advise them of the diversion route in advance.

During work: If something happens that means you need access and you have not already spoken to us, you can get help and guidance from designated marshals who are on site.

The emergency services have access at all times.

I am a business, what about my customers and deliveries?

Clearly you may want to inform customers and suppliers in advance. Please feel free to circulate any information in this letter to them via notices in store, your social media, customer emails or other channels. If you would like to discuss any particular signage or diversion arrangements call our Customer Services team on 01432 261800.

What about bus routes?

To find out whether a bus route is affected by the closure please check on Herefordshire Council's website or check with the individual bus company directly.

https://www.herefordshire.gov.uk/info/200187/transport/154/bus_travel

What about bin and recycling collections?

Put out your refuse or recycling by 06:30am on your normal collection days. Collection teams will attempt to make collections but may change their usual collection time so that they can access your road before or after works take place on collection day. If your

collection does not take place on the normal collection day please leave it presented until the following day as they will make arrangements to attempt collection again.

Is that everything I need to know?

No, we need to tell you three more things.

1. The programme of work may change in certain circumstances, such as adverse weather. All changes will be highlighted on Advance Warning signs which are situated at both ends of the affected road.. Follow us on Twitter **@HfdsStreets** for updates on current and future roadworks.

2. For your safety, please be aware that works will involve the use of hot materials which may stick to footwear and tyres. Avoid walking or driving across newly laid surfaces. Also, **heavy construction machinery may be in use.** Please don't allow children to run or play either on or near machines.

3. We never knock on doors and offer to resurface private drives with "spare" materials. Bogus workers do sometimes approach householders near works. Please report to the Police by calling 101 with as much detail as possible (description/registration number).

We apologise for any inconvenience these works may cause. We do try to keep all disruption to a minimum and thank you in advance for your patience. You may wish to allow extra time for journeys or use alternative routes.

Please note that we do all we can to avoid closing roads but the safety of the public and our workers is our highest priority. It is sometimes simply not possible to operate safely by use of convoy or temporary traffic light systems.

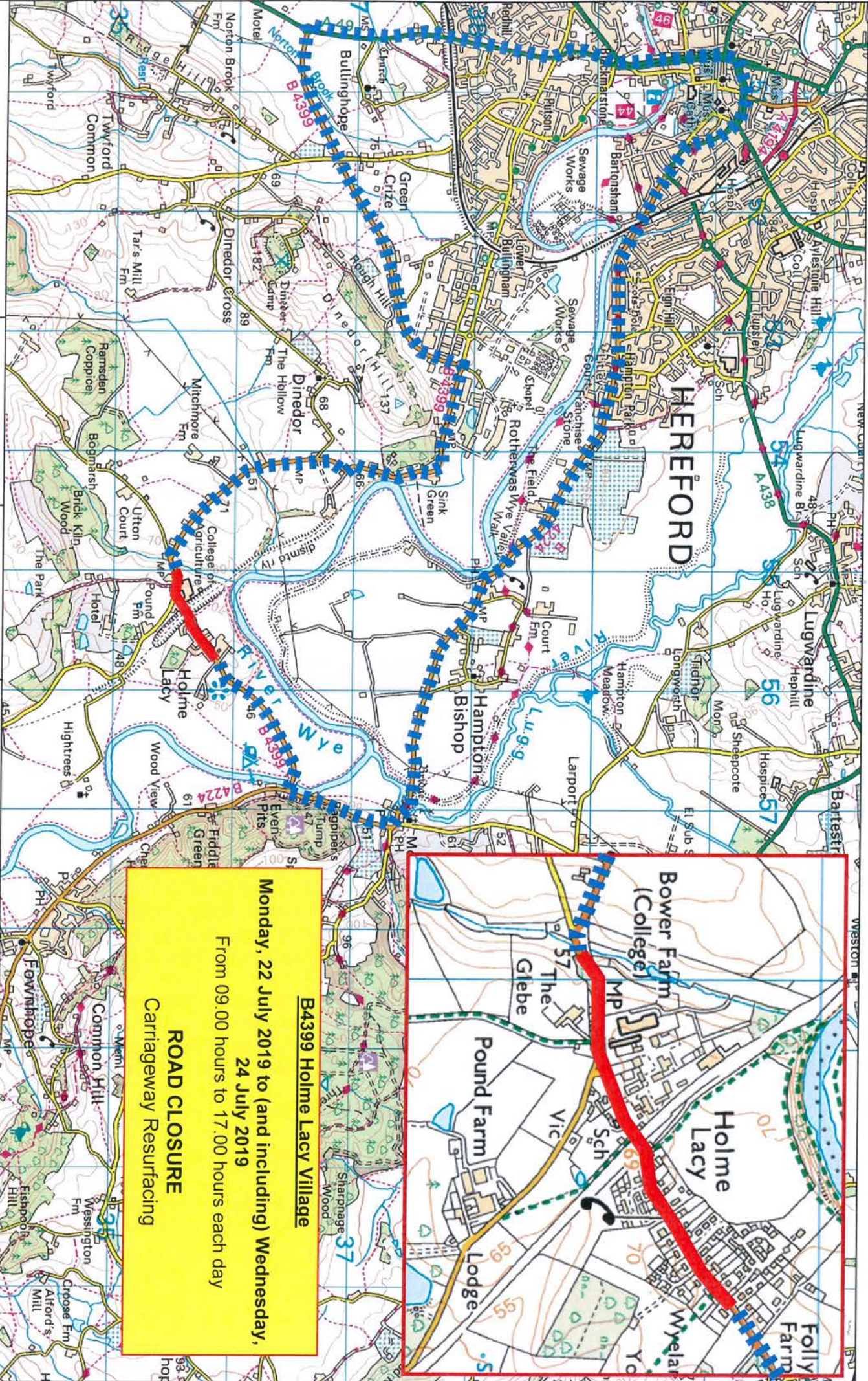
You must never, unless directed by a gateman, enter a road closed for roadworks. Road workers have been killed and injured by road users who have done so.

If you have any questions not answered by this letter, please contact Customer Services on 01432 261800. If you, or someone you know, need this information in another format, please let us know and we will endeavour to meet their needs.

Yours faithfully

Customer Services

Customer Services
For and on behalf of Balfour Beatty Living Places
Tel: 01432 261800



B4399 Holme Lacy Village
Monday, 22 July 2019 to (and including) Wednesday, 24 July 2019
 From 09.00 hours to 17.00 hours each day

ROAD CLOSURE
 Carriageway Resurfacing

B4399 Holme Lacy Village - Road Closure

SCALE: 1:40,302
 DATE: 02/07/2019

Balfour Beatty Living Places
 Unit 3 Thom Business Park
 Rotherwas Industrial Estate
 Hereford HR2 6LT

Balfour Beatty
 Herefordshire Council
 Working For Herefordshire

 Diversion route
 Approximate works location