

Update - July Heston & Cranford



Welcome

This is a new monthly newsletter from Hounslow Highways to explain what we have been doing in your community and how we have been performing in certain areas.

Opening of our New Home

Hounslow Highways have invested in new offices and a refurbished depot to provide a central location for its services to run from for the next 25 years. The Ringway HH Service Director Rob Gillespie commented "It was always our aim to offer a long-term legacy to hand back to L B Hounslow at the end of the contract term. I am extremely pleased that all our staff are together in one base. A service is about people and staff who are motivated by their surroundings, have a positive effect on the overall business and service we provide."

Jubilee House Depot was officially opened by the Mayor of Hounslow, Councillor Sachin Gupta, on Friday 21 June 2013.

If you would like a site tour of our offices and depot please contact Trang Quan, Head of Supplier Performance in the London Borough of Hounslow client team. At Highwayspfi@hounslow.gov.uk

If you would like information about who we are and what we do please contact the LB Hounslow client team at Highwayspfi@hounslow.gov.uk

If you would like our support on Community Events please contact enquiries@hounslowhighways.org.



Before



After



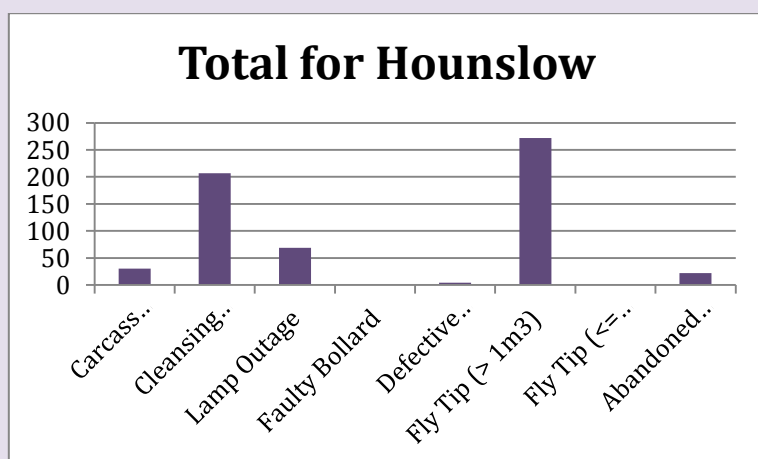
Opening

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How did we do in your area last month?

Did you know we dealt with over 2100 enquiries last month across the entire Borough? Topics ranged from fly tipping, to replacing lamp columns, to repairing potholes to investigating abandoned vehicles.

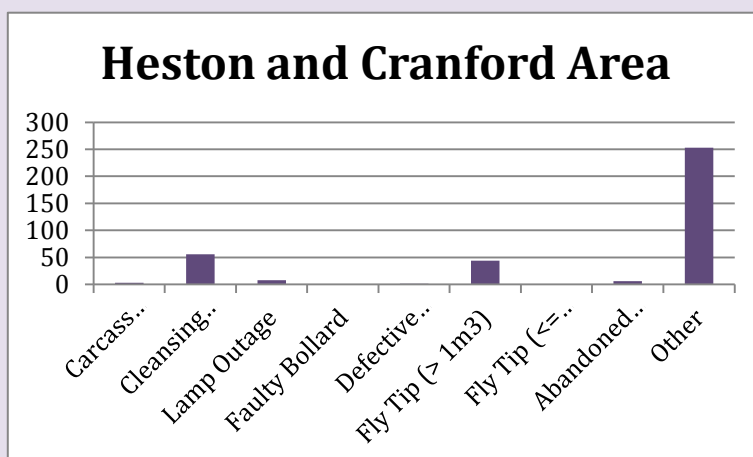
Within your area, Heston and Cranford, we dealt with 371 enquiries. How does this compare with the whole of the Borough for the month? Check out the graphs below!



Just over a fifth of all fly tips and litter enquiries occurred in the Heston and Cranford area, as well as less than 12% of all lamp outages and a quarter of all abandoned vehicles that were reported.

Under the 'Other' category, Hounslow Highways received:

- 75 enquiries relating to the condition of the highway (potholes, obstructions, blocked gullies);
- 88 issues around grounds maintenance, shrubs and damage to and from trees on the network; and
- 55 general enquiries within the Central area regarding time, condition and level of services.



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Hounslow Highways Website

To improve communications to residents we have made improvements to our website making it easier to find information and send enquiries to us. Improvements include:

- Full programme of works for the Carriageway, Footway & Streetlighting Programmes on a map based view colour coded so that you see works already complete across the borough.
<http://www.hounslowhighways.org/44-my-works.html>
- More FAQs to provide information up front on what, when, why and how we do things.
- Ability to attach links to enquiries to evidence your concerns.
<http://www.hounslowhighways.org/38-contact-us.html>
- Future improvements to show indicative streetcleansing dates by street, and a mapping tool to pinpoint where residents have identified issues.

Tree Pruning - Clean Sweep

As part of the “Clean sweep” scheduled programme of works we are currently visiting every tree in the borough and undertaking the following works.

1. Pruning low branches to improve pedestrian access.
2. Removing basal sucker growth.
3. Clearing low road signs and street furniture.

These works are programmed for the following wards in July;

- Cranford

Lime Trees

Due to their high growth rate and propensity to produce sucker growth (fast growing obstructive growth affecting the footways), particular attention will be paid to lime trees on the project network which will receive the following works as part of the first of two schedules of programmed works.

1. Basal epicormic (low but fast growing branches) will have additional growth removed.
2. Low branches lifted to improve pedestrian access.

These works are programmed for the following wards in July;

- Heston East
- Heston Central

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Tree Removal Programme

It is necessary to undertake tree removal works in your area over the next 4 weeks. It is unfortunate that any trees should be removed but is necessary to ensure the safety of the network, its users and adjoining properties. All trees will be replaced in the same or next most appropriate location with a species of similar type if possible to enhance the local community.

Advance warning letters will be issued to properties affected but if you would like more information please go to <http://www.hounslowhighways.org/65-street-trees.html>

Remaining tree works in July

Ward	Fells	Current Stock	Percentage of stock
Heston	3	1446	0.21%
Cranford	1	251	0.40%

Shrub Beds

Shrub beds receive a comprehensive reshaping prune as part of their winter maintenance, completed by the end of February. They will then be pruned again during August and September at the end of the growing season to remove any obstructions, improve sightlines and to maintain their shape over the winter months. A schedule by ward will be available in the next newsletter.

Grass cutting

We will begin cutting Highway grass areas at the beginning of March of each year, with the final cut being completed by the beginning of October. There will be 15 separate cut over this period

- Grass verges will be trimmed to maintain a defined edge to minimise encroachment on the footpath.
- The height of the grass will be maintained to a pre-agreed height during the growing season.

Activity	July			
	1-7	8-15	16-23	24-31
Hounslow cut grass (All areas)				
Cut 7	X			
Cut 8		X	X	
Cut 9				X
Grass edge trimming	X	X	X	X

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Works Coming to Your area in the next 4 weeks

Street lighting

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date	
Lichfield Road	Arundel Road to Salisbury Road	Cranford	22/07/2013	26/07/2013	
Arundel Road	Beavers Lane to Chester Road		29/07/2013	02/08/2013	
Arundel Road	Chester Road to end of road (Arundel Road)		29/07/2013	02/08/2013	
Chester Road	Beavers Lane to Ely Road		29/07/2013	02/08/2013	
Chester Road	Chester Road T junction to end of road (eastern boundary)		29/07/2013	02/08/2013	
Chester Road	Chester Road T junction to end of road (western boundary)		29/07/2013	02/08/2013	
Warwick Road	Chester Road to end of road (Warwick Road)		29/07/2013	02/08/2013	
Ely Road	Chester Road to Beavers Lane		29/07/2013	02/08/2013	
Beavers Lane	Great South West Road to Chester Road		29/07/2013	02/08/2013	
Beavers Lane	Chester Road to end of road (Beavers Lane)		29/07/2013	02/08/2013	
Beavers Lane	Chester Road to Salisbury Road		29/07/2013	02/08/2013	
Beavers Lane	Junction Salisbury Road to Basildene Road		29/07/2013	02/08/2013	
Great South West Road	Grantley Road to end of road		29/07/2013	02/08/2013	
Great South West Road	Grantley Road to end of road (depot)		29/07/2013	02/08/2013	
Grantley Road	Great South West Road to Windsor Road		29/07/2013	02/08/2013	
Windsor Road	Stansfield Road to Cedar Road (Windsor Road)		29/07/2013	02/08/2013	
Aston Green	Windsor Road (east) to Windsor Road (west)		29/07/2013	02/08/2013	
Cedar Road	Windsor Road to Rectory Road		29/07/2013	02/08/2013	
Rectory Road	Stansfield Road to Cedar Road (Rectory Road)		29/07/2013	02/08/2013	
Rectory Road	Bath Road to Rectory Road		29/07/2013	02/08/2013	
Bath Road	Bath Road to end of road (Bath Road)		29/07/2013	02/08/2013	
Haslemere Avenue	Bath Road to end of road (Haslemere Avenue)		29/07/2013	02/08/2013	
Travellers Way	Bath Road to Great South West Road		29/07/2013	02/08/2013	
Travellers Way	Near EI sub station to end of road		29/07/2013	02/08/2013	
Travellers Way	Travellers Way T junction to end of road		29/07/2013	02/08/2013	
Brunel Close	High Street to end of road (Brunel Close)		29/07/2013	02/08/2013	
Avenue Gardens	The Avenue to end of mini roundabout (Avenue Gardens)		29/07/2013	02/08/2013	
Avenue Crescent	West of the Avenue Road to east of the Avenue Road		29/07/2013	02/08/2013	
Church Road	Near depot to junction High Street		Heston West	29/07/2013	02/08/2013
Crane Lodge Road	High Street to end of road (Crane Lodge Road)			29/07/2013	02/08/2013
Cranford Lane	Cranford Lane to near Redwood Estate			29/07/2013	02/08/2013
Redwood Estate	Cranford Lane to end of road (Redwood Estate)			29/07/2013	02/08/2013
Redwood Estate	Redwood Estate T junction to end of road			29/07/2013	02/08/2013
Redwood Estate	High Street to end of road (Redwood Estate)	29/07/2013		02/08/2013	

Please note that all of the dates below are indicative and may change due to seasonal and other external factors.

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Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
Aerodrome Way	Cranford Lane to end of road (Aerodrome Way)	Heston West	29/07/2013	02/08/2013
Harlech Gardens	West of Cranford Lane to east of Cranford Lane		29/07/2013	02/08/2013
Harlech Gardens	Harlech Gardens T junction to end of road (Harlech Gardens)		29/07/2013	02/08/2013
Northfield Road	Northfield Road T junction to end of road		29/07/2013	02/08/2013
Northfield Road	Northfield Road spur to Northfield Road T junction		29/07/2013	02/08/2013
Northfield Road	West of Northfield Road to end of road		29/07/2013	02/08/2013
Fairmead Close	Cranford Lane to end of road (Fairmead Close)		29/07/2013	02/08/2013

Footway

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date

Carriageway

Street Name	RSL Description	Ward	Planned Start Date	Planned Completion
The Avenue	Start of island to Bath Road	Cranford	14/07/2013	14/07/2013
Squirrel Close	Chinchilla Drive to end of road (Squirrel Close)		15/07/2013	15/07/2013
Arundel Road	Beavers Lane to Chester Road		29/07/2013	29/07/2013
Vicarage Farm	The Crossways to Orchard Avenue	Heston Central	15/07/2013	16/07/2013
Moulton Avenue	Roundabout Moulton Avenue to John Street		16/07/2013	16/07/2013
North Hyde Lane	Convent Way to Holly Farm Road	Heston East	09/07/2013	10/07/2013
Western Road	Junction Wentworth Road to boundary	Heston West	08/07/2013	08/07/2013
Norman Crescent	Norman Crescent T junction to end of road		15/07/2013	15/07/2013
Shannon Close	Ringway to end of road (Shannon Close)		16/07/2013	16/07/2013
High Street	Crane Lodge Road to junction Church Road		17/07/2013	17/07/2013

Please note that all of the dates below are indicative and may change due to seasonal and other external factors.

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In future we will list below any works programmed in the previous month that have been delayed along with the new start/ end date and the reason for delay so you can see how we are performing on works in your area.

Location	Location Description	Ward	Start Date	Finish Date	Reason

Additional Works in July

Location	Description of Works	Ward	Start Date	Finish Date	Comment