

# Update – July Central



## 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](mailto:Highwayspfi@hounslow.gov.uk)

## Working with the Community

As part of our commitment to work directly with our residents, Hounslow Highways will engage with neighbourhood groups, resident associations and schools via education programmes and community action.

We have a joint responsibility and duty towards care and respect of the shared public space, our living environment and helping to instill civic pride. We have already carried out some visits to schools and businesses in the Borough, and we have organized a Hounslow Highways Clean Up on **Thursday 25 July** in Hounslow Central.

Staff will be litter picking, removing fly tips and cutting back overgrown vegetation in Frampton Road at the junction with Staines Road, Hounslow. We will provide photos in our next news letter.

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](mailto:Highwayspfi@hounslow.gov.uk)



Before



After



Jubilee House opening



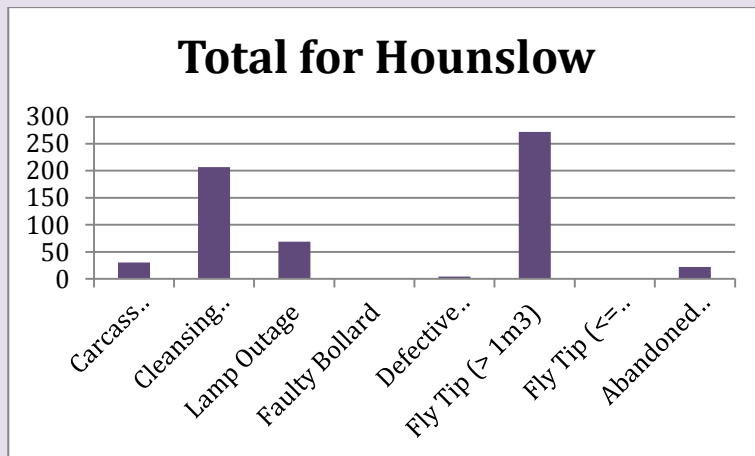
London Borough  
of Hounslow

Contact us through our website  
[www.hounslowhighways.org](http://www.hounslowhighways.org)  
or the London Borough of Hounslow call centre  
0208 583 2000

## 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.

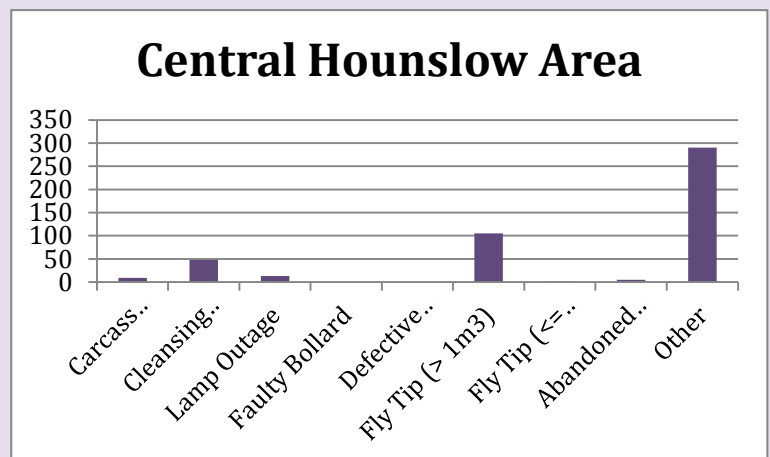
Within your area, Central, we dealt with 471 enquiries. How does this compare with the whole of the Borough for the month? Check out the graphs below!



More than a third of the Borough's fly tips occurred in the Central area, as well as a fifth of all litter complaints and less than a third of all animal carcasses that were reported.

Hounslow Highways received under the "Other" category:

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



# Update – July Central



## 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 & Street lighting 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 include: the ability to see indicative street cleansing 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.

## 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;

- Hounslow Heath



## 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 |
| Hounslow                     | 32    | 1987          | 1.61%               |

## 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     |

## Works Coming to Your area in the next 4 weeks

### Street Lighting

| Road             | RSL Description  | Ward             | Planned Start Date | Planned Finish Date |
|------------------|--|------------------|--------------------|---------------------|
| Grove Road       | Hanworth Road to near Juniper Court                                  | Hounslow Central | 01/07/2013         | 05/07/2013          |
| Grove Road       | Junction Chapel Road to Hanworth Road                                |                  | 01/07/2013         | 05/07/2013          |
| Douglas Road     | Roman Road to junction Hanworth Road                                 |                  | 08/07/2013         | 12/07/2013          |
| Hanworth Road    | Fairfields Road to near church                                       |                  | 08/07/2013         | 12/07/2013          |
| Hanworth Road    | High Street to junction Fairfields Road                              |                  | 08/07/2013         | 12/07/2013          |
| Hanworth Road    | Roman Road to end of island (Hanworth Road)                          |                  | 08/07/2013         | 12/07/2013          |
| Bridge Road      | Elmer Gardens to Roman Road  |                  | 22/07/2013         | 26/07/2013          |
| Woodland Gardens | Woodland Gardens to end of road                                      | Hounslow South   | 01/07/2013         | 05/07/2013          |
| Woodland Gardens | Woodland Gardens to end of road (Woodland Gardens southern boundary) |                  | 01/07/2013         | 05/07/2013          |
| Woodland Gardens | Woodland Gardens to end of road (Woodland Gardens)                   |                  | 01/07/2013         | 05/07/2013          |
| Woodland Gardens | Woodland Gardens to Woodlands Road (Woodland Gardens)                |                  | 01/07/2013         | 05/07/2013          |
| Woodland Gardens | Woodland Gardens to Woodland Gardens                                 |                  | 01/07/2013         | 05/07/2013          |
| Woodlands Grove  | Woodland Gardens to Woodlands Road (Woodlands Grove)                 |                  | 01/07/2013         | 05/07/2013          |
| Woodlands Road   | Bridge Road to junction Woodlands Road                               |                  | 01/07/2013         | 05/07/2013          |
| Woodlands Road   | Junction Woodlands Road to Riverside Walk                            |                  | 01/07/2013         | 05/07/2013          |
| Woodlands Road   | Sussex Avenue to Woodlands Gardens                                   |                  | 08/07/2013         | 12/07/2013          |
| Woodlands Road   | Riverside Walk to Woodlands Grove                                    |                  | 08/07/2013         | 12/07/2013          |
| Woodlands Road   | Woodlands Grove to St Johns Road                                     | 08/07/2013       | 12/07/2013         |                     |

### Footway

| Road Name | RSL description                              | Ward           | Planned Start Date | Planned Finish Date |
|-----------|--|----------------|--------------------|---------------------|
| Hall Road | Start of island (left splay) to Whitton Dene | Hounslow South | 04/07/2013         | 05/07/2013          |

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

## Carriageway

| Street Name     | RSL Description                                      | Ward             | Planned Start Date | Planned Completion |
|-----------------|--|------------------|--------------------|--------------------|
| Colwyn Crescent | Tennyson Road to Addison Avenue                      | Hounslow Central | 17/07/2013         | 17/07/2013         |
| Temple Road     | Chapel Road to Layton Road                           |                  | 18/07/2013         | 18/07/2013         |
| Lampton Road    | Bath Road to end of island                           |                  | 26/07/2013         | 26/07/2013         |
| Hanworth Road   | Grove Road to near Juniper Court                     |                  | 30/07/2013         | 30/07/2013         |
| Douglas Road    | Roman Road to junction Hanworth Road                 |                  | 31/07/2013         | 31/07/2013         |
| Yew Tree Walk   | Wellington Road South to end of road (Yew Tree Walk) | Hounslow Heath   | 11/07/2013         | 12/07/2013         |
| Frampton Road   | Boundary to end of road (Frampton Road)              |                  | 12/07/2013         | 13/07/2013         |
| Raglan Close    | Frampton Road to end of road                         |                  | 12/07/2013         | 12/07/2013         |
| Heather Close   | Harvesters Close to end of road                      | Hounslow South   | 18/07/2013         | 18/07/2013         |
| Hall Road       | Eaton Road to junction Heath Road                    |                  | 19/07/2013         | 19/07/2013         |
| Logan Close     | Belgrave Road to end of road                         | Hounslow West    | 15/07/2013         | 15/07/2013         |
| Ferndale Avenue | Martindale Road to end of road (Ferndale Avenue)     |                  | 16/07/2013         | 18/07/2013         |

**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                       |
|--------------|--|------------------|----------------|----------------|-------------------------------|
| Lampton Road | A new pedestrian refuge will be installed as part of the bus stop refreshment/improvements.          | Hounslow Central | Late July 2013 | Late July 2013 | Incorporation with CIP works. |
| Bath Road    | The Corridor Project – a new traffic island to enhance road safety and construction of new tree pit. | Hounslow West    | Late July 2013 | Late July 2013 | Medium Value Change project.  |

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