

Update – August Heston & Cranford



Welcome

This is the next edition of your monthly Area Newsletter. In it we explain what we've been doing in your community, the wider borough and how we have been performing in certain areas.

Street cleaners sweep up at awards

Two members of Hounslow Highways' Street Cleaning Team were winners in the 'Excellent Customer Service' category of the London Borough of Hounslow's Staff Recognition Awards.

Rosario Ciccarelli and John Tomlinson who both work in and around Craven Avenue, in Feltham collected their awards at the official ceremony which took place on Thursday 27 June at the Civic Centre in Hounslow.

Wayne Hayler, also from the Street Cleaning Team, who works in and around Granville Avenue in Feltham, was highly commended in the same category and received a certificate.

The awards are extra special as nominations are made by the public to recognise those who had delivered excellent customer service. Members of the public can nominate on the council's website, magazine or forms distributed to customer service points across the borough. The category itself resulted in 161 nominations and the finalists (winner, highly commended and commended) were chosen by a staff panel.

At the same ceremony hosted by The Mayor, the leader of the Council and Chief Executive, a further 16 Hounslow Highways staff members were awarded the 'Loyal Service Award' for lengths of service ranging from 10 to 30 years. These include:

Lorraine Srivastav, Pat Silva, Mark Keywood, Terence Watts and Wayne Hayler.

Street cleansing staff John Tomlinson and Rosario Ciccarelli accept their awards from Mayor Sachin Gupta.



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Core Investment Programme (CIP) – Progress till date:

We are now 7 months into the 5 year CIP programme and we have already resurfaced 69,170m² of footways, 122,585m² of carriageways and installed 2,164 street lights and nearly 500 illuminated signs.

Hounslow Highways Crews assist with Heston flat fire

Hounslow Highways played an important role in the clear-up operation following a fatal flat fire in Central Parade, Heston, on July 10.

Crews worked in conjunction with emergency services and the London Borough of Hounslow, clearing hazards from the road and pavement and ensuring areas that could pose a risk to public safety were cordoned off and made safe.

Hounslow Highways continues to provide any necessary ongoing support at this site.

Hounslow Highways inspires future generation

Hounslow Highways' supported a careers day targeting young students at the Inspiring the Future event which took place at the Rivers Academy in Feltham on July 1.

The purpose of the event was to highlight the apprenticeship program and possible opportunities within Hounslow Highways and the London Borough of Hounslow to local students over the next 25 years.

As well as an information stand on Hounslow Highways which was staffed by the Business Management Team, our Ringway HR Business Partner Nayna Patel ran CV writing workshops and taught interview techniques to approx 60 students.

If local schools and community groups are interested in having Hounslow Highways support their career days, they can contact the Business Management team through the contact form on the website: www.hounslowhighways.org/38-contact-us.html



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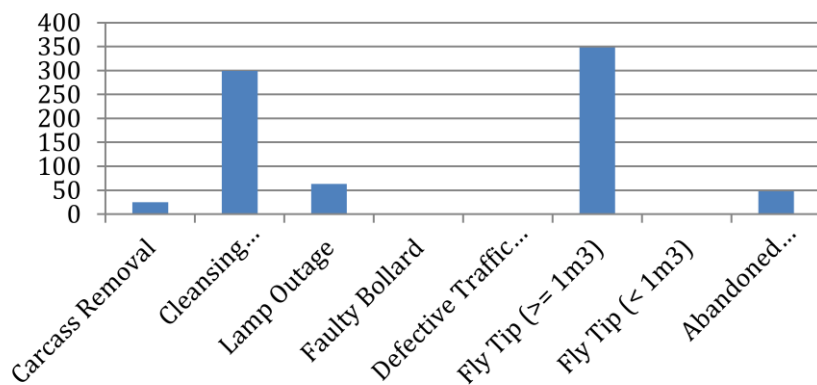
Delivering better streets

How did we do in your area last month?

In the month of July we dealt with over 2300 enquiries across the Borough, compared with 2100 in June. Fly tipping is the most frequent type of enquiry, followed by cleansing complaints (e.g. litter, dog fouling).

Within your area, Heston and Cranford, we dealt with 368 enquiries, which was three lower than last month.

Total for Hounslow

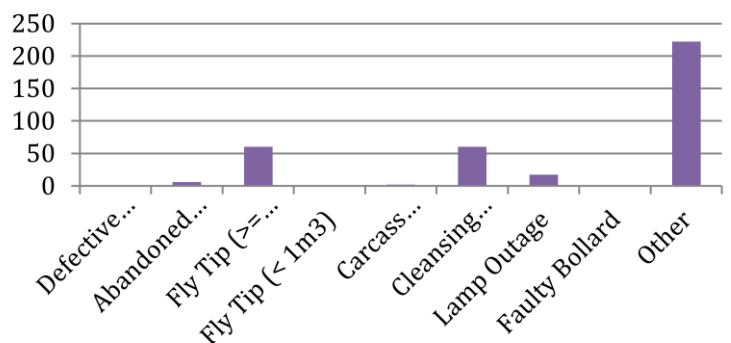


There was a slight increase in the number of fly tips, cleansing complaints and lamp outages reported for the month of July

Heston and Cranford received 222 enquiries under the "Other" category. Of which:

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

Heston and Cranford Area



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Tree Pruning - Clean Sweep

As part of the “Clean sweep” scheduled works which are taking place during the summer season, we are currently visiting every tree in the borough to ensure that road signs and street furniture are free from overhanging foliage. The works will include:

1. Pruning low branches to improve pedestrian access.
2. Removing basal sucker growth.

For your information we pruned 620 trees across the borough in July, including trees in Heston West.

Lime Trees

The first programme of Lime Tree Basal growth removal was completed in July. This included:

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

Weed Spraying

The footways and highway gullies are treated twice a year, the first in May, the second application will commence in August. Each spray is timed to coincide with weed growth for maximum effectiveness.

Ward Name	29/07/2013	30/07/2013	31/07/2013	01/08/2013	02/08/2013	05/08/2013	06/08/2013	07/08/2013	08/08/2013	09/08/2013	12/08/2013	13/08/2013	14/08/2013	15/08/2013	16/08/2013	19/08/2013	20/08/2013	21/08/2013	22/08/2013	23/08/2013
Bedfont																				
Feltham North																				
Hanworth Park																				
Feltham West																				
Hanworth																				
Cranford																				
Heston Central																				
Hounslow West																				
Heston East																				
Heston West																				
Hounslow Heath																				
Osterley and Spring Grove																				
Hounslow Central																				
Hounslow South																				
Syon																				
Isleworth																				
Brentford																				
Turnham Green																				
Chiswick Riverside																				
Chiswick Homefields																				



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Tree Removal Programme

As well as the planned pruning emergency removals and lime tree basal growth removal we also progressed with the tree removal programme which continues to plan. Programmed tree removals were undertaken in the following areas with a total of 13 trees felled:

- Chiswick 9
- Brentford 3
- Osterley 1

There were also a total of 6 out of hours Emergency callouts made in April.

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 streetscene.

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

Remaining tree works to end Oct 2013

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

Grass cutting

We begin cutting Highway grass areas throughout the whole borough at the beginning of March of each year, with the final cut being completed by the beginning of October. Fifteen separate cuts are carried out within these months.

- 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	Week	July					August			
		27	28	29	30	31	32	33	34	35
Cut 9		X								
Cut 10			X	X						
Cut 11					X	X				
Cut 12							X	X		
Cut 13									X	X
Grass Edge Trimming		X	X	X	X	X	X	X	X	X



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Works coming to your area in the next 4 weeks - Please note that all of the dates below are indicative and may change due to seasonal and other external factors.

Street Lighting

In July 1 Street lighting scheme was completed as planned in Caranford.

The following works are planned for August:

Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
ARUNDEL ROAD	BEAVERS LN TO CHESTER RD	Cranford	29/07/2013	02/08/2013
ARUNDEL ROAD	CHESTER RD TO END OF RD (ARUNDEL RD)		29/07/2013	02/08/2013
CHESTER ROAD	BEAVERS LN TO ELY RD		29/07/2013	02/08/2013
CHESTER ROAD	CHESTER RD T JCT TO END OF RD (EB)		29/07/2013	02/08/2013
CHESTER ROAD	CHESTER RD T JCT TO END OF RD (WB)		29/07/2013	02/08/2013
WARWICK ROAD	CHESTER RD TO END OF RD (WARWICK RD)		29/07/2013	02/08/2013
ELY ROAD	CHESTER RD TO BEAVERS LN		29/07/2013	02/08/2013
BEAVERS LANE	GREAT S W RD TO CHESTER RD		29/07/2013	02/08/2013
BEAVERS LANE	CHESTER RD TO END OF RD (BEAVERS LN)		29/07/2013	02/08/2013
BEAVERS LANE	CHESTER RD TO SALISBURY RD		29/07/2013	02/08/2013
BEAVERS LANE	JCT SALISBURY RD TO BASILDENE RD		29/07/2013	02/08/2013
GREAT SOUTH WEST ROAD	GRANTLEY RD TO END OF RD		29/07/2013	02/08/2013
GREAT SOUTH WEST ROAD	GRANTLEY RD TO END OF RD (DEPOT)		29/07/2013	02/08/2013
GRANTLEY ROAD	GREAT S W RD TO WINDSOR RD		29/07/2013	02/08/2013
WINDSOR ROAD	STANSFIELD RD TO CEDAR RD (WINDSOR ROAD)		29/07/2013	02/08/2013
ASTON GREEN	WINDSOR RD (E) TO WINDSOR RD (W)		29/07/2013	02/08/2013
CEDAR ROAD	WINDSOR RD TO RECTORY RD		29/07/2013	02/08/2013
RECTORY ROAD	STANSFIELD RD TO CEDAR RD (RECTORY RD)		29/07/2013	02/08/2013
RECTORY ROAD	BATH RD TO RECTORY RD		29/07/2013	02/08/2013
BATH ROAD	BATH RD TO END OF RD (BATH ROAD)		29/07/2013	02/08/2013
HASLEMERE AVENUE	BATH RD TO END OF RD (HASLEMERE AV)		29/07/2013	02/08/2013
TRAVELLERS WAY	BATH RD TO GREAT S W RD		29/07/2013	02/08/2013
TRAVELLERS WAY	NR EI SUB STATION TO END OF RD		29/07/2013	02/08/2013
TRAVELLERS WAY	TRAVELLERS WAY T JCT TO END OF RD		29/07/2013	02/08/2013
BRUNEL CLOSE	HIGH STREET TO END OF RD (BRUNEL CL)		29/07/2013	02/08/2013



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Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
AVENUE GARDENS	THE AV TO END OF MINI RBT (AVENUE GRDS)	Cranford	29/07/2013	02/08/2013
AVENUE CRESCENT	W OF THE AV RD TO E OF THE AV RD		29/07/2013	02/08/2013
CHINCHILLA DRIVE	JCT SALISBURY RD TO JCT SQUIRREL CL		05/08/2013	09/08/2013
CHESTER ROAD	ELY RD TO ARUNDEL RD	Cranford	12/08/2013	16/08/2013
AVENUE CLOSE	THE AV TO END OF RD (AVENUE CL)		12/08/2013	16/08/2013
LYNCHEN CLOSE	THE AV TO END OF RD (LYNCHEN CL)		12/08/2013	16/08/2013
PINE TREE CLOSE	FIRS DR TO END OF RD (PINE TREE CL)		12/08/2013	16/08/2013
FIRS DRIVE	BATH RD TO RBT FIRS DR		12/08/2013	16/08/2013
FIRS DRIVE	RBT FIRS DR TO RBT FIRS DR		12/08/2013	16/08/2013
FIRS DRIVE	FIRS DR T JCT TO MINI RBT FIRS DRIVE		12/08/2013	16/08/2013
FIRS DRIVE	FIRS DR TO END OF RD (FIRS DRIVE)		12/08/2013	16/08/2013
ROYSTON CLOSE	FIRS DR TO END OF RD (ROYSTON CL)		12/08/2013	16/08/2013
FOOTWAY	GREAT W RD TO QUEENSWOOD AV		05/08/2013	09/08/2013
ALMORAH ROAD	BRD WALK TO CLAIRVALE RD (ALMORAH RD)	Heston Central	05/08/2013	09/08/2013
ALMORAH ROAD	ALMORAH RD (E) TO ALMORAH RD (W)		05/08/2013	09/08/2013
PATH THROUGH LAMPTON PK	NR CIVIC CENTRE TO WILLOW GRDS		19/08/2013	23/08/2013
CHURCH ROAD	NR DEPOT TO JCT HIGH STREET	Heston West	29/07/2013	02/08/2013
CRANE LODGE ROAD	HIGH STREET TO END OF RD (CRANE LODGE RD)		29/07/2013	02/08/2013
CRANFORD LANE	CRANFORD LN TO NR REDWOOD ESTATE		29/07/2013	02/08/2013
REDWOOD ESTATE	CRANFORD LN TO END OF RD (REDWOOD ESTATE)		29/07/2013	02/08/2013
REDWOOD ESTATE	REDWOOD ESTATE T JCT TO END OF RD		29/07/2013	02/08/2013
REDWOOD ESTATE	HIGH STREET TO END OF RD (REDWOOD ESTATE)		29/07/2013	02/08/2013
AERODROME WAY	CRANFORD LN TO END OF RD (AERODROME WAY)		29/07/2013	02/08/2013
HARLECH GARDENS	W OF CRANFORD LN TO E OF CRANFORD LN		29/07/2013	02/08/2013
HARLECH GARDENS	HARLECH GRDS T JCT TO END OF RD (HARLECH GRDS)		29/07/2013	02/08/2013
NORTHFIELD ROAD	NFIELD RD T JCT TO END OF RD		29/07/2013	02/08/2013
NORTHFIELD ROAD	NFIELD RD SPUR TO NFIELD RD T JCT		29/07/2013	02/08/2013
NORTHFIELD ROAD	W OF NFIELD RD TO END OF RD		29/07/2013	02/08/2013
FAIRMEAD CLOSE	CRANFORD LN TO END OF RD (FAIRMEAD CL)		29/07/2013	02/08/2013
CLARK WAY	SPRINGWELL RD TO END OF RD (CLARK WAY)		05/08/2013	09/08/2013



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Road	RSL Description	Ward	Planned Start Date	Planned Finish Date
ASH GROVE	SPRINGWELL RD TO ASH GROVE RD T JCT	Heston West	05/08/2013	09/08/2013
ASH GROVE	ASH GROVE TO ASH GROVE		05/08/2013	09/08/2013
HAYES ROAD	NR SUPERSTORE TO SALL LN		19/08/2013	23/08/2013
HAYES ROAD	CHRISTOPHER RD TO RBT THE PARKWAY		19/08/2013	23/08/2013
HAYES ROAD	RBT THE PARKWAY TO NR SUPERSTORE		19/08/2013	23/08/2013
HAYES ROAD	SALL LN TO JCT WERN RD		19/08/2013	23/08/2013
PHOENIX WAY	CRANFORD LN TO N RD		19/08/2013	23/08/2013
CHRISTOPHER ROAD	HAYES RD TO END OF RD		26/08/2013	30/08/2013

Footway

In July there were no planned footway works.

The following works are planned for August:

Road Name	RSL description	Ward	Planned Start Date	Planned Finish Date
LICHFIELD ROAD	ARUNDEL ROAD TO SALISBURY ROAD	CRANFORD	15/08/2013	03/09/2013

Carriageway

In July, 9 carriageway schemes were completed in the month as planned:

- **2 in Cranford**
- **2 in Heston Central;**
- **1 in Heston East**
- **4 in Heston West**

The following works are planned for August:

Road Name	RSL description	Ward	Planned Start Date	Planned Finish Date
ARUNDEL ROAD	BEAVERS LN TO CHESTER RD	Cranford	01/08/2013	01/08/2013
GRANTLEY ROAD	GREAT S W RD TO WINDSOR RD		05/08/2013	05/08/2013
WARWICK ROAD	CHESTER RD TO END OF RD (WARWICK RD)		08/08/2013	08/08/2013
STANSFIELD ROAD	ST DUNSTANS RD TO RECTORY RD		10/08/2013	10/08/2013
WESTWICK GARDENS	WOODFIELD RD TO BURNHAM GRDS		10/08/2013	10/08/2013



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ST PAULS CLOSE	START OF RD (N) TO END OF RD (S) (ST PAULS CL)	Heston Central	12/08/2013	12/08/2013
THE WARREN	WBROOK RD TO THE CROSSWAYS		19/08/2013	19/08/2013
ETON AVENUE	WINCHESTER AV TO END OF RD	Heston East	06/08/2013	06/08/2013
CRANESWATER PARK	THORNCLIFFE RD TO CROSSLANDS AV		11/08/2013	11/08/2013
HARDWICKE AVENUE	CAMBORNE WAY TO RBT HARDWICKE AV		12/08/2013	12/08/2013
RALEIGH ROAD	RALEIGH RD TO END OF RD (RALEIGH ROAD)		16/08/2013	16/08/2013



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

Location	Location Description	Ward	Start Date	Finish Date	Reason
ARUNDEL ROAD	BEAVERS LN TO CHESTER RD	Ward	01/08/2013	01/08/2013	Rescheduling of resources. Deferred from 29/07/13

Additional Works in August

Location	Description of Works	Ward	Start Date	Finish Date	Comment
None to report					

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



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