

Hounslow Highways, the appointed highways service provider, is responsible for improving and maintaining the borough's entire street scene assets fence-to-fence for the next 25 years. Over the next five years, Hounslow Highways will be investing £100 million in the borough's roads, footpaths, street lights and street cleansing; this is the Core Investment Programme (CIP). The focus on the roads is to make them smoother, safer and longer lasting.

Unavoidably there will be some disruption during the works but we aim to minimise this wherever possible. We work with the utility companies that provide gas, electricity, telephone and cable services to ensure we coordinate and manage the activities to cause as little disruption as possible.

Our Commitment to You

Hounslow Highways is committed to the consistent improvement of the places and spaces in the London Borough of Hounslow and to working closely with local communities, residents and businesses to build a better borough. We hope that everyone will enjoy the new look and feel that we create over the coming years and that everyone takes part in this exciting opportunity to improve our local areas.

If you have any further questions, wish to report a fault or wish to comment on any aspect of the Hounslow Highways service, please visit:

www.hounslowhighways.org

or telephone:

0208 583 2000



The Road Ahead



London Borough
of Hounslow

Why are you not prioritising my street in the first few years? It hasn't been surfaced for years?

Hounslow Highways applies a phased approach to ensure that the worst sections of roads in the borough are addressed first. Although we appreciate that visually some roads may appear in a poor or worse condition than others, our extensive surveys determine not only the state of a road surface, but also its underlying structures.

Why is my road not even part of the Core Investment Programme?

If your road has not been identified for resurfacing work as part of the Core Investment Programme, rest assured that Hounslow Highways will continue to regularly inspect the road, carry-out any necessary repairs and react to any reported highways faults. If the road deteriorates further, it is of course possible we will consider carrying out resurfacing work there in the future.

Why are you using a different treatment to that of my neighbour's street?

We do carefully select the most suitable treatments for each road, based on many factors including the current condition of the road, type of road, volume of traffic and nearby facilities. There are a number of different options for the roads and following surveys, we identify the most suitable treatment for each specific road.

What are the different road treatments you use?

We have a number of options for road treatments. Micro Surfacing and Surface Dressing treatments involve applying a new surface on top of the existing one in order to prolong the road's life. These are used when the surveys reveal the road condition is 'good'. Plane and Patch is used where parts of the road surface need to be removed (planed) and replaced with new material (patched). We use a range of new materials, including aggregate (stones) and emulsion (bitumen).

Why don't you work in all weathers?

As bitumen sticks best to a dry surface, works cannot be carried out in all weathers. Very hot or very cold weather

can also interfere with the hardening of the materials. This means that we cannot always go ahead with all our work as planned but where possible, we build in time and contingencies to address this.

Why don't you clean-up the loose stones after surfacing?

Loose stones are used as part of Surface Dressing to prolong the life of a road, prevent potholes forming in future and improve slip resistance. We do aim to pick up the majority of loose stones but as is usual using this method, also rely on traffic to help embed the stones in the few weeks following the treatment.

Why is my road being done in parts rather than all at once?

Sometimes we need to mend small areas of the road, such as ironworks (drains or manhole covers), haunching (strengthening the sides of the carriageway) or jointing (where sections of the road meet) before laying the new surface. These repairs sometimes need a short bedding in period to make sure they are fully effective. All preliminary works will be done within the start and finish dates we provide in our notification letters and on signage in the street.

Why haven't you done the whole road?

We breakdown each road into section lengths. Our inspections show what parts of the roads need repair so that is why you may see only parts of the road being resurfaced. Rest assured, we will continue to monitor all sections and will treat them if necessary.

Why can't I park on my drive or outside my property when you are working?

When we carry out road and footpath improvements it is sometimes necessary to restrict cars crossing the footpath. The treatments we apply require different lengths of time to apply and 'bed in' and it is important that they are not disturbed by vehicle movements during this time. This also reduces the risk of bitumen spreading from the site on to vehicles and of damage from loose chippings, particularly during Surface Dressing. We will minimise this period as

much as possible but it is a necessary requirement of the works.

What notification do you give?

We provide written notification to residents and businesses, as well as advanced warning signs and clear diversion routes. You can also visit the 'My Works' page on our website, type in your postcode and find out what and when works are planned in your street over the next few years. Hounslow Highways is always looking for new and improved ways to communicate with residents and businesses, however, so please let us know how you think we can improve by using the 'Contact Us' form on our website.

