



**Service  
Delivery**

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The Occupier

Please ask for: Keturah Carter-Watts

Email: [hppd@swindon.gov.uk](mailto:hppd@swindon.gov.uk)

Our Ref: Upham Road Carriageway  
Reconstruction

Date: 4<sup>th</sup> May 2018

Dear Resident,

**Re: Upham Road essential improvement work**

We are writing to let you know Swindon Borough Council will be undertaking essential carriageway works to Upham Road this summer.

The work will consist of full and partial reconstruction of the road between Drove Road and Brixham Avenue. Deep excavations up to 400mm in depth will be carried out on those sections of the road which require a full reconstruction. Once complete, the road will last for the next 40 years and should stop the continual need for patch repairs on the current poor road surface.

It is anticipated that the works will start on site in mid-June and will last for approximately ten weeks. Sections of the road will be fully closed during the works, which will be completed in phases. Access to Lainsmead Primary, Holy Cross Junior and Lawn Manor Academy, OK4U and Immanuel URC Church will be maintained where possible during the works.

You will not be able to park your car/s at, or outside your properties if construction activity is taking place adjacent to your access. It is recommended that you park vehicles temporarily on adjoining side roads.

The Bus Gate at Queens Drive will not be in operation during the works and therefore access will be permitted via Queens Drive. Please note that there will be no through route to Drove Road during the works.

I would like to invite you to a drop-in session, to find out more about the works. Members of the team will be on hand to explain the scheme and answer any questions you may have.. This will be at **Immanuel Church, Parlour Room, on Thursday, 17<sup>th</sup> May between 3.30pm and 7.30pm.**

If you cannot make it to the drop-in session please do not hesitate to contact me on the details at the start of the letter. I have included a list of FAQs which may answer some of the questions you have.

We apologise in advance for any inconvenience caused to you by these essential maintenance works and assure you that the Council will make every effort to minimise any disruption or disturbance.

Yours faithfully,



**Keturah Carter-Watts**  
Assistant Project Manager  
Highways Project & Programme Delivery

## Upham Road improvement works FAQs

- **What are the works?**
  - Swindon Borough Council will be undertaking essential resurfacing works to Upham Road. The work will consist of full and partial reconstruction of the road between Drove Road and Brixham Avenue. Areas of full reconstruction will result in deep excavations up to 400mm in depth.
  - During the works sections of the road will be closed to all vehicles; except for works traffic, 'Blue Badge' holders and emergency services.
  
- **Why are the works being carried out?**
  - As you are probably aware the condition of the carriageway has deteriorated to such an extent that serious potholing, rutting and settlement has occurred which will result in unsustainable damage if major reconstruction works are not carried out. Continual temporary local repairs are no longer considered viable and the intention is that, after the resurfacing works are completed, the design life of the new road will be extended by up to 40 years.
  
- **When are they happening?**
  - It is anticipated that the works will be carried out from mid-June lasting approximately ten weeks. Final dates will be confirmed nearer the time.
  
- **What if the date changes?**
  - The contractor will contact you two weeks before the work is due to start on site and issue a reminder 48 hours before starting on site. If this changes the contractor or the Council will let you know via a letter.
  
- **What times will the contractor be working?**
  - Between 8am-6pm Monday – Saturday. There will be no Sunday or night-time working. Any alteration to these arrangements will have to be agreed by the Council first and a letter will be sent to you.

- **How will I get access to my property and where should I park?**
  - Pedestrian access will be maintained at all times during the works. Unfortunately, we cannot guarantee vehicle access during the works. You are kindly requested to park your vehicle within one of the nearby streets. We are looking into the possibility of other areas to park and will be in contact nearer the time if there are any other arrangements.
  - Please note that if you leave your vehicle on your drive, within your property, during the works you may not be able to gain access to the adjacent road.
  - We will suspend the TROs (Traffic Regulation Orders) along Upham Road for the duration of the works (i.e. double and single yellow lines will not be enforced during the work).
  
- **What can my visitors do?**
  - Any visitors will have to gain access on foot and park in nearby side streets.
  
- **I have a carer, can they get access?**
  - Where possible every effort will be made by the contractor to ensure carers can access their patients with their vehicles during the works. However, this cannot be guaranteed and carers may have to park elsewhere and walk to the property. Please let us know if this will affect you and we will do our best to accommodate your needs.
  
- **Registered Blue Badge Holders**
  - Every effort will be made by the contractor to maintain vehicle access for those residents registered with a blue disability badge (Blue Badge) at all times during the works. Access must be maintained or suitable arrangements in place to ensure access to transport is available.
  - We will know more about the access arrangements and provisions for Blue Badge holders once we have a contractor on board.
  
- **What will happen to the Bus Routes?**
  - Buses will be temporarily suspended during the works. Bus services can be accessed via Queens Drive or Drove Road.
  
- **Is the Bus Gate going to remain in place?**
  - The bus gate at Queens Drive will be suspended during the works, therefore residents will be able to utilise this to turn into and out of Queens Drive.
  
- **Who to call if there is an emergency?**
  - Once we have appointed a contractor we will ensure a 24/7 emergency contact number is distributed, and this will be on the notice boards.
  
- **What will happen with refuse collection?**
  - Essential services such as waste and recycling collections will be maintained and the contractor will ensure they can collect on the set day, if this is not possible alternative arrangements will be made and you will be informed of this.
  
- **What about emergency services?**
  - The contractor will have in place procedures that will ensure emergency services have suitable access to all buildings.

- **Access to schools etc.**
  - Access will be maintained where possible to OK4U Adult Education Centre, Holy Cross Junior School, Swindon Sea Cadet's Headquarters, Booker House and Charlton house.
  - Access to Lawn Manor Academy, and Immanuel UR Church will be maintained at all times.
  
- **What if I have a special event arranged during the works?**
  - If you have any special requirements, or have arranged any special events during this period, such as building works, moving house, hospital appointments or funerals, please call the Council on 01793 463000 and ask to speak to Keturah Carter-Watts or Tim Mann to discuss the matter and make suitable arrangements.
  
- **Can I get updates during the work?**
  - Swindon Borough Council will be including an article on Upham Road in the Highways e-Newsletter issued every fortnight, you can sign up to receive this at [www.Swindon.gov.uk/newsletter](http://www.Swindon.gov.uk/newsletter)
  - The contractor will also keep local residents informed throughout the works. Updates will also be available on the Council's Twitter (@SwindonCouncil) and Facebook (@SwindonBoroughCouncil) pages.
  
- **Drop-in Session**
  - We would be pleased to see you at the drop-in session which has been arranged for Thursday 17<sup>th</sup> May between 3.30pm and 7.30pm at the Immanuel Church, Parlour Room, where you will be able to see the proposed works plans and meet with the Council's team to discuss the works and raise any issues you may have.