



To: The Occupier

Please ask for: Highways Helpdesk
Direct line: 01234 718003
E-mail: Highways.helpdesk@bedford.gov.uk
Date: 21 February 2023
Ref C17185

Dear Occupier,

PLANNED ZEBRA CROSSING WORKS FOR WAVENEY AVENUE, BEDFORD

We are writing to you to let you know that roadworks are due to start soon on the above roads as part of Bedford Borough Council’s highway works programme.

The works will consist of installing two zebra crossings on Waveney Avenue and associated works, as follows:

Phase	Works/Traffic Management	Start Dates	End Date	Working Times
Waveney Ave/Avon Drive junction – installation of crossing	Temporary traffic lights	6 th March 2023	30 th March 2023	Weekdays 08:00 – 18:00
Waveney Ave/Avon Drive junction – resurfacing	Road Closure	24 th May 2023	26 th May 2023	Weekdays 08:00 – 18:00
Waveney Ave/Falcon Ave junction – installation of crossing	Temporary traffic lights	3 rd April 2023	19 th May 2023	Weekdays 08:00 – 18:00
Waveney Ave/Avon Drive junction – resurfacing	Road Closure	22 nd May 2023	24 th May 2023	Weekdays 08:00 – 18:00

Signs will be put up at the ends of the site which will provide the most up to date information if the programme changes. When the road is closed a diversion route will be in place via Brickhill Drive and Kimbolton Road.

Please note the following during the works:

- Access for emergency vehicles will be maintained at all times.
- All site vehicles are fitted with reversing beepers and flashing lights so please be careful when approaching the site.
- Footway resurfacing operations are noisy and we apologise for any inconvenience that this may cause you. The works have been programmed in co-ordination with our Streetworks teams to ensure that they are carried out at the best times to reduce traffic disruption.
- Before we close the footway we may carry out some minor works that may mean that some areas are coned off or temporary traffic lights may be used.

If you wish to discuss working arrangements relating to this project please refer initially to the affixed list of typical questions. If your query is not listed then please telephone the Highways Helpdesk on 01234 718003 or via email at highways.helpdesk@bedford.gov.uk. The helpdesk will direct any queries to the relevant officer to respond as appropriate.

Upon completion of the carriageway work, we would be grateful if you would complete this short survey to help target improvement to our service. You can respond by completing our online survey at <https://breheny.co.uk/breheny-satisfaction-survey-bedford/> or scan the QR code below:



Further information about any current or planned roadworks in Bedford Borough can be found on the website www.roadworks.org.

Yours faithfully,

Engineering Services
On Behalf of Bedford Borough Council

The following are typical questions that you may have in relation to highway works. If you have a question that is not listed then please contact Highways.helpdesk@Bedford.gov.uk (01234 718003).

Question	Typical response
Can I still access my property?	<p>Where possible we will try to make sure that you have access to your property or business at all times, but please note that there may be times when you may need to wait whilst site machinery is moved out of the way, or materials cool down enough to drive or walk on.</p> <p>Depending on where the work is taking place and what operations are being carried out, it is sometimes necessary to request that residents follow the diversion route to access an alternative site entrance for the safety of the resident and the workforce.</p>
Why are works being carried out at night/noisy?	<p>The permitted working hours for a site are dependent on a number of factors, such as the traffic sensitivity of the road, passenger bus services, proximity to schools and places of worship. Unfortunately it is sometimes necessary to carry out essential road maintenance works at night but this is avoided as much as possible. We work closely with our contractor to ensure that noise is kept to a minimum. This unfortunately is not always possible to achieve due to the construction operations required.</p> <p>Whilst it is acknowledged that working overnight is very disruptive please be assured that every effort is made wherever possible to minimise the noise from construction activities and many of the vehicles on-site are fitted with noise suppression apparatus where it is safe to do so.</p>
Will my bin be collected?	<p>We will liaise with our refuse collection teams to ensure that your bins are collected on the scheduled day of collection but please note depending on what operations are being carried out the bin collections may be delayed until later in the day.</p>
What to do if there is a delivery/funeral/event etc.	<p>Where possible we will try to make sure that you have access to your property or business at all times, but please note that there may be times when you may need to wait whilst site machinery is moved out of the way, or materials cool down enough to drive or walk on.</p> <p>Should there be a planned event that is not possible to rearrange outside the working times, please provide the details of this event so that we are able to co-ordinate a possible way forward with our contractor. We will always try to accommodate specific access requests but depending on the site activities it may not always be possible to do so.</p>
Will passenger transport be affected?	<p>All works are planned in consultation with the Council's Transport team to minimise disruption to bus routes, as well as Council-led Transportation Services. Changes to public bus routes will be detailed in the letter to residents and on affected bus stops.</p> <p>If a Council-led service is affected then affected residents will be contacted individually and if this has not happened then it is recommended that the transportation team is contacted as they will be best to deal with specific transport queries (mainstream.transport@bedford.gov.uk)</p>
Can I still park my car on the road?	<p>Please ensure that no vehicles are parked on the street during listed road closure periods, including around 3 car lengths into any side roads. This will help us to complete the work quickly and efficiently. Note that any obstructive vehicles will be moved.</p>
Why have you opted for this type/layout of traffic management?	<p>The traffic management has been carefully considered in partnership with our contractor ensuring we provide the safest environment for our workforce, and as minimal disruption to the public as possible. Whilst it is not always possible to propose a solution that has zero impact to the public, the traffic management is always set out in accordance with necessary regulations.</p>