

New questions from Main Rd, Hockley drop-in session

Traffic management

1. What if the temporary traffic lights don't work out of hours?

You can report any traffic lights that are not working to our Customer Care Centre Monday-Friday from 8am-8pm by calling 0800 085 4478 or emailing us at CustomerCareLondon@cadentgas.com

Outside of these hours, please contact our traffic management company on **020 8432 8732**.

2. Can you close the roads westbound for one-way traffic to minimise traffic build up?

Unfortunately, by closing the lane westbound this will cause a lengthy diversion and traffic will be unmanaged. Due to size, some vehicles may not manage with the diversion, which would cause more delays. With temporary traffic lights we will be managing the traffic manually to ensure that it keeps flowing.

3. Will you be starting work from both ends of the project at the same time?

We will be starting from one end of the project, outside 58-38 Aldermans Hill and moving east as our works progresses. Unfortunately, we can't start our works from both ends of the project as the traffic management would clash and cause traffic between the two ends, which would become heavier as the two sites get closer to each other.

4. Can a diversion be put in place so that road users avoid the area?

As most of the project is being carried out under 2-way lights and not road closures, there isn't an official diversion, but road users can use side roads to avoid the area. Where essential junction closures are in place, diversions will be signposted.

5. Will you be using CCTV on your works?

We will be using CCTV to monitor the traffic management, as well as having teams on site 7am-7pm, 7 days a week.

6. Can vans be parked further away from the work to free up road space?

The amount of road space taken up will vary throughout the project and will be minimised at all times. The size of our area of work takes into account the size and location of the pipes, movement of machinery and equipment and the safety of our workforce and the public.

Our engineers carry essential equipment on their vans to carry out our works safely, therefore, they need to park in close proximity to the holes we're digging. Where possible, our engineers will endeavour to park any vans that are not carrying equipment on nearby roads.

7. Can you get more teams on site to work more efficiently?

We plan our works very carefully to ensure we maximise productivity and minimise the disruption as much as possible. Therefore, we have added an additional engineering team to this project to reduce the original duration. There will also be additional resources on certain days to complete specialist duties to alleviate the engineering teams from completing that work.

8. Can bin collections be changed to overnight collections?

This will be put to the refuse company, and we will provide an update with their response.

Communication

9. How do you inform customers of your works?

We're required to send letters to customers who will have a gas supply interruption, but due to Hockley being a traffic sensitive area, we extended our mailing list wider to reach more residents and businesses, so that they can plan more time for their journeys or find an alternative route.

We've also made information accessible via our website (cadentgas.com/hockley), Facebook, Next Door and local Parish noticeboards.

10. Where can I get updates from on how works are progressing?

Information about our works progress is available on our website, cadentgas.com/hockley on the 'updates' tab.

11. Can you arrange for a Customer Care Officer to be on site for questions?

Our Customer Care Officer will be on-site carrying out pre-care visits to all customers who will have gas interruptions 1-2 weeks in advance, to explain what work needs to be carried out at their property.

We have arranged for a Customer Care Officer to be on-site once a week on a **Friday** from **10am-1pm** at our **Welfare Unit located within our works area**.

12. Can you put information on Parish noticeboards?

Yes, we will share information with the Parish Council to display on noticeboards to ensure that it is accessible to everyone.

13. Can you hold another meeting for the community?

We are currently looking at evening availability at nearby venues to provide you with an opportunity to ask any further questions you may have once the work has started. We will update you as soon as possible.

Access

14. Will the church be accessible?

We will look to maintain access to all properties on this project, but if the normal access isn't possible, we will look to find an alternative.

15. What happens if I'm on holiday when you need to turn off my gas?

If you're on holiday when the letter arrives and we start work while you're away, we shall do the work around your property as much as we can.

There's a chance your gas will be disconnected, and you'll have to contact us on your return to arrange to have the works completed and the gas turned back on. However, there may be a possibility that the work is still ongoing when you return.

The best course of action is, if you can, speak to one of the engineers in the street before you go away and discuss your holiday plans with them. Or if that's not possible, speak to them directly on your return.

Otherwise, please phone the number on the card we will post through your letterbox when we weren't able to gain access.

Property

16. What are you doing with the green box in some of our gardens/driveways?

Where possible we'll endeavour to remove the individual gas regulator (the green box) feeding your property.

17. You've all gone home, and I still have no gas

We have different teams, with different skills, doing different parts of the work. The team doing the pipework may have left because their part of the job is done, but the fitters who reconnect the gas are likely to still be in neighbouring properties, safely turning the gas back on and checking gas appliances. They work up to as late as 8pm. If you still haven't had a visit by 7:30pm, please speak to an engineer on site or call **0800 085 4478** to arrange an appointment.

Filling in the holes

18. Will you damage the newly resurfaced roads?

Our works are being carried out in the footway. However, if we do need to dig up any part of the road, we have an agreement with Essex County Council that we will fill in and resurface the hole according to the Specification for Reinstatement of the Highway (SROH).