

## Road closures – your questions answered

It is sometimes necessary for us to temporarily close a section of road for essential resurfacing or maintenance work. We close the road for safety reasons and also to get the work done as quickly as possible.

You are receiving the following information along with a letter because you live or work on a section of road that will be temporarily closed in the near future. We hope this will help answer any questions you have. All properties immediately affected by the road closure will have received a letter with further details.

Question	Answer
What is the difference between the work area and the road closure area?	The <b>work area</b> is the section of the road where our operatives will be working. The <b>road closure area</b> often extends beyond this in order to manage through traffic and divert it on to an alternative route. On the reverse of the letter notifying you about the road closure is a map which indicates both the work and road closure areas and if these are different.
Will we be able to drive back and forth from our property while the road is closed?	As the work involves hot asphalt and large equipment, we cannot guarantee access to properties in the <b>work area</b> . If you normally drive into or out of the work area during the hours when the closure is in place, we ask you to please make alternative arrangements. However we will do all we can to provide access for residents and businesses in the <b>road closure area</b> where it extends beyond the work area.
Can I walk through the road closure?	Pedestrian access should be maintained at all times.
Why can't you do these works at night?	We always consider night working as an option but it is often not feasible due to environmental restrictions related to noise, particularly in residential areas.
Where can I park while the road is closed?	If you usually park on the road within the <b>work area</b> , you will need to find alternative parking nearby during the hours of the road closure. Off-road parking will not be affected however we cannot guarantee access in or out during our work hours. Parking on or off-road in the <b>road closure area</b> (where it extends beyond the work area) should be possible but please check with the gateman.



<p>We are a business, how will staff / customers / deliveries be able to get through?</p>	<p>Please encourage staff and customers to park nearby and use the pedestrian access. If your business is inside the work area then unfortunately we cannot guarantee access during our work hours and ask you to make alternative arrangements. If your business is in the road closure area but outside the work area, please speak to the gateman who will assist with essential access and deliveries.</p>
<p>I'm expecting a delivery to my home during this period – will it get to me?</p>	<p>Delivery drivers are often happy to park nearby and use pedestrian access to make their delivery. However to avoid disappointment please consider rearranging any deliveries for after the work is finished or outside of the hours of closure.</p>
<p>I'm disabled and need vehicular access to my property – can this be accommodated?</p>	<p>Please call our Customer Contact Centre with details of your requirements or, if work is already underway, please let our gatemen or the site manager know your circumstances and they will do all they can to assist.</p>
<p>We are expecting home visits from a carer / district nurse / midwife– will they be able to get through?</p>	<p>Please call our Customer Contact Centre with details of your requirements or, if work is already underway, please let our gatemen or the site manager know your circumstances and they will do all they can to assist. Also let your carer / district nurse / midwife know about the road closure as they may need to allow extra time for the visit in case of delays. As the work involves hot asphalt and large equipment, if you live in the <b>work area</b> then vehicular cannot be guaranteed and they may need to park and use pedestrian access.</p>
<p>What will happen to the buses while the road is closed?</p>	<p>We notify the bus companies about road closures well in advance, they will have arranged alternative routes. Please contact your bus operator for more details.</p>
<p>How will be our rubbish and recycling be collected??</p>	<p>Your refuse collector will have been advised of the closure well in advance and should have made alternative collection arrangements. Please contact your refuse collector for more details.</p>

### Any other questions?

Call us on 08000 514 514 or email [GCCHighways@amey.co.uk](mailto:GCCHighways@amey.co.uk)

Report issues and track their progress online at [www.gloucestershire.gov.uk/roads-parking-and-rights-of-way/roads/report-it](http://www.gloucestershire.gov.uk/roads-parking-and-rights-of-way/roads/report-it)



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