

## **Resurfacing FAQs**

### **How do we decide which section of road or pavement to treat first?**

The programme of works is created following detailed inspections and mechanical scanning of the roads to get a full analysis of the condition – not just the visual appearance of any defects e.g. potholes and rutting on the roads but, more importantly, a deep scan which helps to tell us about the underlying stability and condition of the road beneath the surface.

This creates a sequence of works and determines the type of treatment required for different sections of road and pavements to bring the network up to the required standards at an equal pace across the Island.

### **How do you decide when to carry out the works?**

We work hard to programme the work sensibly, taking into account the technical requirements that make some roads and pavements a priority compared to others. Careful consideration is given to other factors such as major events, the tourist season, utility works and available diversion routes.

The programme, the timeframe and the timings are agreed in advance with the IW Council

### **How will I access my property while you are surfacing my road?**

A road closure will be in place during the resurfacing works, for the safety of both residents and the crews working within the site. Residents letters will provide the specific information/timings regarding residents access. We understand residents may be concerned about the road closure but we will do our best to work with residents wherever possible. However, please be aware access is restricted to enable the works to progress within the timeframe planned. We appreciate this may cause some extra planning for residents but we thank you for your understanding whilst we complete these essential works.

### **I have essential appointments to attend/have carers daily and require access, what do I do?**

Please supply us with the details of your requested times and vehicle details. The information you provide will be passed onto the team managing the closure, who will do their best to give access through the work site on the dates and times agreed. Please allow extra time as there is the possibility of delays due to large machinery.

### **I have neighbours that require access, have you spoken to them?**

We deliver the same letter to all effected properties. If you feel that your neighbour has exceptional requirements, please ask them to contact us.

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**You have stopped me parking outside my property whilst you are carrying out works in my road.**

Parking will be restricted during our works so that they can be completed as quickly as possible. Please be aware that alternative parking arrangements are the responsibility of each vehicle owner and not Island Roads. We recognise this may cause some inconvenience but hope you can work with us for this short period of time. Pedestrian access will be maintained.

**There is no footway for pedestrian access. How can I get to my property during the works?**

Pedestrian access will be maintained. During working hours' residents will be marshalled through the site where necessary. Please be aware there could be delays.

**What do I do about deliveries?**

As above, there will be pedestrian access throughout the works. Please take advice from your delivery supplier when booking your delivery.

**Why can't you do the works under traffic lights?**

This is sometimes possible on large carriageways. However, the majority of carriageways on the Island are not wide enough for the necessary working areas, required safety zones and large machinery at the same time as the continued use of traffic.

**How do you decide whether to surface in the day or at night?**

The time period in which we can undertake the resurfacing is based on traffic flows. When a particular road has a high volume of traffic, it is often more appropriate for us to carry out the works at night to minimise large-scale disruption during the day. When we work through the night we try, where possible, to keep particularly noisy works to the early part of the evening and open the road to traffic each morning if it is safe to do so.

**How do you decide on the diversion route during the works?**

Diversion will be carefully planned to take the shortest route that an HGV can practically use, as the diversion signing has to be able to direct all traffic. Local knowledge may mean some road users use alternative shorter routes, but please do not ignore road signs as this may result in shorter journeys.