



# **Rye Rd A268 Closure**

## **17<sup>th</sup> June – 23<sup>rd</sup> July 2019**

### **Frequently Asked Questions**



(Questions raised by the community answers from KCC and contractors)

## **Additional FAQ's as of 8pm 21st June 2019**

Can you put up signs on the approach roads advertising that Hawkhurst shops are open as usual? **It has been confirmed a sign can be put into place advising Hawkhurst shops open as normal, the site is regularly driven by the team and the shopping section of the Rye Rd is still open for motorist.**

Can you move the temporary bus stop at the junction of The Moor and Hastings Road as it is causing traffic congestion when a bus is waiting? **TBC – We have fed this suggestion back to the bus company and await a response.**

Why are lorries still going down the closed Rye Rd? What are the marshals doing? **All spotter's/ traffic marshals have been briefed to direct motorist back and to follow the diversion routes in place. At Water Lane, any motorist without a residents pass will be directed to exit towards Cranbrook.**

Since the road closure has been in place, SGN's onsite staff have assisted four large vehicles manoeuvre around to exit and follow the diversion route in place. When a road closure is first implemented there will be some motorist who choose to ignore the signs in place, after a few days with the traffic management in place, there will be a reduction. Should a large vehicle approach without agreed access, there is space to manoeuvre around and SGN's team are always happy to help where possible.

What are the working hours of the Spotters/Traffic Marshalls – **The Spotters/Traffic Marshalls will be onsite 7am-12am Monday- Sunday (seven days a week)**

Water Lane Access - Will Water Lane be completely closed during the works? **No, SGN have confirmed they are able to downsize the section across Water Lane. As a result, SGN will be able to insert the new PE pipe and the entrance to Water Lane will remain open for the whole duration of the project.**

Hawkhurst Parish Council update based on resident's questions  
and answers from SGN and KCC

Where is the barrier going to be on the Rye Rd? Will it block access from the Rye Rd onto Water Lane? **No, the barriers will be located immediately after the Water Lane junction (tennis club end)**

What is happening with the one-way section of Water Lane? **Motorists will be able to enter Water Lane as normal from the tennis club end. However, due to location of our main and the safety requirements around our working area, only residents with requiring access will be able to exit Water Lane back onto Rye Road, all other motorists will need to exit via Water Lane towards Cranbrook.**

Can residents of Water Lane have a permit? **Resident passes were hand delivered to properties directly impacted by our works on Rye Road and properties on the one-way system/loop of Water Lane.**

Can you clarify what has happened at Cripps Corner? **The long diversion for hgv's is clearly marked and the route driven once a day to check it is working well. The priority today has been replacing 3 signs as they have been stolen. With regards to a spotter at Cripps Corner this is not something we will be doing as the diversion signs are clearly visible and in place. We have a spotter on the junction of our light diversion**

Can the diversion signs be improved as some lorry drivers are ignoring them? **The unsuitable for hgv signs are perfectly suitable a picture of a lorry with a cross through it surely explains that. Unfortunately on any diversion people will take a chance.**

Can advanced warning signs be positioned on the A21 at Flimwell to ensure vehicles are advised not to use the A268? - **For everyone's safety we need to ensure motorist are diverted via our diversion route in place, too many signs can lead to confusion and potential congestions. VMS signs and advance warning signs are in places to advised motorist of the A268 closure and allows them to plan their journey accordingly.**

I am concerned that the level of traffic exiting the 2-mile stretch of Water Lane onto the Cranbrook road during St Romans' school drop off and pick up time will be huge (it's bad enough in normal circumstances!). Is there not a way that traffic lights can be installed to allow traffic back onto the Rye Road via the entry route? **Temporary traffic lights cannot be installed at this location, all traffic management has been explored and the local authority are satisfied with the plan traffic management to be put into place for everyone's safety. We will have staff positioned at key points on the closure to manage traffic build up and we are in regular contact with St Ronans School.**

### Traffic management

How will the side roads be managed? **The side roads such as Ridsen Road, Foxhole Lane, Stream Lane will have signs “Not suitable for divert traffic” and the road will have partial barriers to the entrance / exit.**

**Working Hours –The working hours will be 07:00am-7:00pm Monday to Friday and 08:00am-1:00pm on a Saturday.**

**Directional Signs Required for The Tennis and Bowls Club – Signs will state ‘Access As Usual To United Lawn Tennis Club’ to be located at the Hawkhurst end of the works and ‘Access As Usual To Hawkhurst Bowls Club’ at the junction of Sponden Lane on the A268.**

**Will there be weekly Progress Report on the work? – Yes week progress reports on the work will be published – they will be up dated to this site.**

## **As of 3pm 10<sup>th</sup> June 2019**

### General questions

- 1. What works are taking place? Gas mains replacement and relevant supplies coming of this section of gas main**
- 2. Why is it necessary to close the road? Due to the upgrading the size of main an open cut trench is required as there is insufficient road space with single footpath. This means under street works legislation we are unable to keep the road open. Also the area where we are using insertion techniques the main is in middle of road and so causes the same issues.**
- 3. Why do the work at this time of year? KCC advised us to plan our works for this time.**
- 4. When do the works start and finish? Works start Monday 17 June and will be complete by Tuesday 23 July**
- 5. When will Water Lane be closed? Entrance is closed for the last two weeks of our work, from 8 July to 23 July. Exit of Water Lane onto Rye Road will be closed for the full duration of our work.**
- 6. When will Conghurst Lane be closed? This will not be closed. We may require temporary traffic lights on this junction to maintain traffic flow but this will depend on the location of underground plant.**
- 7. When will Ridsen Lane be closed? Not affected by our work. No closure or traffic management required.**
- 8. When will Foxhole Lane be closed? Not affected by our work. No closure or traffic management required.**

9. When will White Lanes be closed? **Not affected by our work. No closure or traffic management required.**
10. There are many concerns regarding the Bodiam Road. This is a bit of a racetrack with people not bothering to slow down at the Primary school at the best of times and there are two schools (Primary and one Independent) in a short distance which will affect the road at certain times. How are you going to manage traffic in this area? **Unfortunately, there isn't a lot we can do regarding the traffic using Bodiam Road. As this is a public highway we do not have the power to impose any additional speed restrictions.**
11. Can you clarify what is happening to the 349 bus running between The Moor and Hastings? **Awaiting details of the 349 bus from Sandhurst to Hastings.**
12. Can you clarify about the no 5 bus?  
**In respect of the number 5 bus, we are putting on a shuttle bus service that will follow the general traffic diversion route to pick up the number 5 bus. There will be temporary stops placed at Hawkhurst Moor that allows connections to Arriva and Stagecoach services. It will also serve Tudor hall in Hawkhurst. The shuttle will pick up from the Swan and Sponden Lane in Sandhurst.**
13. We could still do with big diversion signs at Flimwell and Rye to reroute HGVs before they get to the road closure?  
**We will have a lot of signage out to advise of the diversion route once in place. This will be reviewed once the work starts and if additional signage is required we will arrange this with Kent County Council.**
14. As the traffic will be reduced along the Rye Rd in the centre of Hawkhurst can you re-line the road? **KCC have agreed to re-line this section of the Rye Rd during the closure.**

#### Local residents directly affected by closures

15. How will I get to my property? **Residents passes will be given to all residents affected. We plan to deliver these on Tuesday 11 June. We will have spotters at the access point and residents should show these passes to our spotters for access to their property.**
16. How will services be delivered – post, rubbish collection, emergency services etc? **Spotters will allow access for service vehicles.**
17. How will visitors get to me? **Talk with the teams / managers on site and access will be given by the spotters, extra resident passes can be provided upon request**
18. When will my property be cut off from Gas? **Teams on site will communicate with residents and advise when gas will be off. This will be arranged with residents in advance.**

19. What time will the works start / finish each day? **Mon-Fri 8am-5pm Sat 8am-1pm.**  
There may be some instances where we work on for a short period if engineering requirements dictate.
20. How will the buses work? **Shuttle bus's being paid by SGN this will follow the light diversion route to pick up the number 5 bus.**

### General residents

21. Will the Hawkhurst village shopping area be accessible? **Hawkhurst high street will not be affected.**
22. Will Hawkhurst Primary School be accessible? **Yes, accessible as per normal.**
23. Which local roads will we be able to use? **Signs will be in place for both the general traffic and HGV diversion routes. All roads will be usable that are not closed by our work (Rye Road / Water Lane closed only).**
24. How will you stop HGV's using the light vehicle only routes? **A spotter will be in place at the entrance to the light diversion route to stop HGV's using it.**
25. Will you have signs / spotters to stop HGV's on the side roads? **Diversion signs will be in place for HGV's to follow.**
26. Who will cover the cost of repairing the damaged side roads when the work is completed? – When will this work be done? **This will be directed at KCC based on the current condition of the roads and any impact incurred.**
27. Can KCC do the re-lining of the Rye Road in the centre of Hawkhurst? **SGN will replace what we excavate on. This needs to be directed at KCC.**
28. How can I get to Hawkhurst Tennis Club and Hawkhurst Bowls Club? **Access will be via our spotters. Will only be affected the last two weeks of our work.**
29. Are the Highgate traffic lights going to be adjusted? **KCC want these to be adjusted to 4 ways lights moving the heads further back to allow lorries to turn. Phases will be adjusted to manage traffic flow.**
30. Can KCC put in Speed Indicator Devices along Hasting Road and Highgate Hill to help manage traffic? **Please direct this to KCC as we are unable to answer this.**
31. How are you going to manage traffic at the Junction of the Hastings Road and The Moor as it is very dangerous at the best of times? **This will flow as normal; we are unable to control traffic at this junction.**

### Local business

32. How can local businesses obtain compensation? **Compensation packs are available from our website at: <https://sgn.co.uk/Contact-SGN/Compensation/>**
33. Can you do a workshop in Hawkhurst to support businesses to gain compensation? **As all cases are individual, each case will be dealt with separately.**

34. Are there any grants / loans available to support businesses through this tough time? **KCC business grants loans scheme is <https://www.kent.gov.uk/business/business-loans-and-funding>**
35. How can local businesses receive deliveries? **We have spoken to all business on the closures and asked to plan delivery dates, so we can allow access. Managers will be on site and can allow access with sufficient notice.**
36. How can residents (customers) get to the Oak and Ivy plus other businesses cut off by the closures? **Access will be given to customers. We have been communicating with the Oak and Ivy and other businesses directly affected on the road closure. Exit will be towards Sandhurst direction.**