

HORLEY TOWN COUNCIL

Alan Jones FCSI ACIB

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Cllr Sally Ann B Marks
Chairman of Surrey County Council
County Hall
Penrhyn Road
Kingston upon Thames
Surrey
KT1 2DN

8 August 2016

BY EMAIL & POST: sally.marks@surreycc.gov.uk

Dear Cllr Marks

Operation Horizon - Outstanding Highways Works in Horley

On behalf of Horley Town Council, I am writing to express our members' disappointment on the very slow progress of necessary road repairs in the Horley area, since the launch of the Operation Horizon, and this is also widely reflected in resident complaints received by us on a daily basis.

The constraints on budgets required to undertake essential road maintenance is understandable but it has, however, become increasingly noticeable that a number of areas in Horley which were previously scheduled for repairs, have remained outstanding for an excessive amount of time. Examples of these are:

1. Victoria Road:

Although some areas of the road have been marked up for repair to pot holes etc at the same time as other parts which have now been done, there has been no continuity to complete these works whatsoever as many of these marked areas have been left and still remain untreated. There is also cause for concern about the poor workmanship of some repairs which are thought will not last.

2. Court Lodge Road:

The main stretch of road remains in such bad repair that complete resurfacing is still required with new foundations to the worst affected areas.

3. Albert Road:

Full resurfacing remains outstanding as only the bottom section of the road has been treated, with other damaged areas left untreated. The pavement is also severely broken up in certain parts, causing difficulty for pedestrians (including mobility access for the disabled and pushchairs).

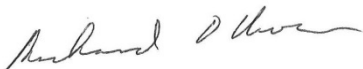
The Town Council routinely escalates road faults by using on the SCC online reporting system, and also receives regular feedback from residents. For instance, we are often told about roads which have had repairs started but the works have not been fully completed with the remainder left to be rescheduled again and thereby delayed. Another typical example is where minor repairs, such as pot holes, seem to be carried out inconsistently with either just a temporary refill or repairs only carried out in certain sections, leaving other parts completely overlooked. It has become increasingly difficult for us to explain this approach to our residents.

We are fully aware that Operation Horizon as a whole has had to be reviewed across the borough, according to reduced revenue budgets. As our members are conscious of this acute funding issue for highway maintenance, we would offer our full support to any lobbying made by Surrey County to Central Government to redress any regional imbalance.

We hope that you will consider the points raised in this letter, and our members feel that if representation from Surrey County Council (including Highways Officers) to respond to these issues could be made at one of our future Planning meetings, it would be very beneficial and most welcomed.

We look forward to your reply.

Yours sincerely



Richard Olliver
Planning Chairman
Horley Town Council