

## CORRESPONDENCE

### KENT HIGHWAYS SERVICES and RTW TOWN FORUM

Tarmac/Signage/Street Columns/Roundabouts

**From:** "Susan.Laporte@kent.gov.uk" <Susan.Laporte@kent.gov.uk>  
**To:** Christopher Thomas, RTW Town Forum  
**Sent:** Monday, 13 July, 2009 12:54:07 PM  
**Subject:** RE: Tarmac/Signage/Street Columns/Roundabouts

Dear Mr Thomas

Please accept my apologies for the delay in replying to you, I have just returned from a spell of annual leave.

#### **re: Mount Pleasant Brick Pavement**

With regard to the length of taken it takes to design and fund a new scheme, I am afraid as a maintenance engineer I have no control over the planning issues and timescales of any new developments. I am purely responsible for maintaining public safety to pedestrians and users of the highway, which is why the raised paviers were removed.

**The funding** I refer to would be a decision made by the tree experts at Tunbridge Wells Borough Council and our alliance partner Jacobs.

**Any work on the highway** would have to be carried out by an approved contractor with the necessary public liability insurance and Kent Highway Services has a contractual agreement with an alliance contractor who are Ringway Highway Services. Ringway carry out all or our routine maintenance and larger scheme works are tendered for in the usual way.

Where **larger works** are commissioned by the borough council, as in Mount Pleasant, this of course would have to follow a robust tendering process, conducted by TWBC.

Yours sincerely

Susan Laporte  
Highway Engineer  
Kent Highway Services  
Email: [susan.laporte@kent.gov.uk](mailto:susan.laporte@kent.gov.uk)

Tel: 01622 798380

**Contract Centre: 08458 247 800**

**Any faults regarding utility reinstatements, street lighting, signage and roundabout maintenance can be recorded via KHS contact centre.**

---

**From:** Christopher Thomas, RTW Town Forum  
**Sent:** 24 June 2009 21:24  
**To:** Susan Laporte, KHS  
**Cc:** Cllr John Davies, KCC  
**Subject:** Re: Tarmac/Signage/Street Columns/Roundabouts

Dear Susan

Thank you for your email reply. I will ensure that the link you provide concerning your help line will be placed on our Town Forum website.

I am pleased to discover the reason why the temporary work has taken so long to replace. I note the comment relating to design and funding, although I am intrigued as to why there have been numerous site meetings and discussions over something which requires a very basic solution which should have been known of even prior to inserting the temporary works which could have been avoided.

Could you please explain to me the funding situation when in the next sentence you indicate that your alliance contractor would be used, which would imply Highways would face the funding and not the borough council.

Finally, I ask who and what is your "Alliance Contractor" and on what basis has the work been tendered, as you do not know the cost yet so how will you know which contractor to use?

I look forward to hearing from you soon.

Yours sincerely  
Christopher Thomas  
Chairman  
Royal Tunbridge Wells Town Forum

---

**From:** "Susan.Laporte@kent.gov.uk" <Susan.Laporte@kent.gov.uk>  
**To:** Christopher Thomas, RTW Town Forum  
**Cc:** mark.simmons@kent.gov.uk; mark.osborne@kent.gov.uk; richard.highgate@kent.gov.uk;  
Chris.Seare@kent.gov.uk; Daniel Bech; Sam Timms  
**Sent:** Wednesday, 24 June, 2009 10:30:07 AM  
**Subject:** Tarmac/Signage/Street Columns/Roundabouts

Dear Mr Thomas

Thank you for your emailed letter dated 21 June 2009, regarding the above.

When I replied to Dr Whitbourn in my letter dated 2 December 2008, I did ask our Streetworks team to contact the utility companies and I would ask them by copy of this email to update you separately in this regard.

**[ INFO added :  
last year, in August 2008, Mount Pleasant brick pavement was replaced with tarmac patches ]**

With regard to the temporary reinstatements on Mount Pleasant Road, this was carried out as a result of tree root movement, which had created a hazard to users of the footway.

The permanent repairs have been the subject of numerous discussions and site meetings and it was decided at a meeting with the Tree Officer of Tunbridge Wells Borough Council and the Kent Highway Services consultants Jacobs at a meeting last Thursday, that a more permanent solution to the tree pits would be pursued and the matter is in their hands in terms of design and funding. As soon as a decision is made, the works will be carried out by our alliance contractor to make permanent repairs to the areas. This permanent work will include and be in consultation with the planners and design engineers of the new cinema development.

In the meantime, our local Highway Inspector will continue to monitor the footway as part of his routine safety inspections and any defects recorded will be passed to our contractor for repair.

With regard to your comment regarding value for Council tax payers, it is exactly for this reason that the original bricks were not replaced immediately. The tree roots would have raised the brick paviors again in a matter of weeks meaning that any permanent brickworks would have been a total waste of money. Also, our expert arboricultural experts would not give permission for any roots to be removed as it would have seriously undermined the tree stability and general health.

**Any faults regarding utility reinstatements, street lighting, signage and roundabout maintenance can be recorded via our contact centre.**

A copy of the link to this is attached for your information and can be seen in the attached url.  
<http://www.kent.gov.uk/transport-and-streets/transport-and-road-planning/kents-transport-vision/default.htm>

Faults are recorded by our customer service agents onto our computer generated message system and a number logged against your request. This log can be tracked for progress by you at any time by calling the contact centre.

I trust this answers the queries raised by you.

Yours sincerely

Susan Laporte  
Highway Engineer  
Kent Highway Services  
Email: [susan.laporte@kent.gov.uk](mailto:susan.laporte@kent.gov.uk)  
Tel: 01622 798380 Contract Centre: 08458 247 800