

From: "Parker, Clive" <Clive.Parker@amey.co.uk>
Date: 17 September 2014 13:40:29 BST
To: "juliasquier7@gmail.com" <juliasquier7@gmail.com>
Cc: "hailclosedcalls@highways.gsi.gov.uk" <hailclosedcalls@highways.gsi.gov.uk>, ASC8HAIL <ASC8HAIL@amey.co.uk>, ASC6HAIL <ASC6HAIL@amey.co.uk>, "Reynolds, Martin" <Martin.Reynolds@amey.co.uk>
Subject: HAIL 17797256

Dear Julia,

My apologies for not contacting you until now, however, thank you for your enquiry to the Highways Agency Information Line (HAIL) regarding the M11 verges. Your enquiry has been passed on to me for reply. Amey is the Asset Support Contractor for the Highways Agency in the East of England and responsible for managing and maintaining trunk roads and motorways on their behalf.

However, it would be useful to have some additional specific details e.g. locations (or are you saying that this is the entire length of the M11?) and perhaps it would be useful to outline your issue with the vegetation e.g. is it the fact that we haven't cut some vegetation or that self sets and weeds are proliferating? If you are able to provide me with more details that would be useful? Then I would be able to provide a more detailed explanation.

I should also explain that we are the main contractor for ASC8 and 6 and that and Asset Support Contract is a new style of contract where the focus is mainly on a safe network not necessarily on the aesthetic appearance.

Thank you for contacting the Highways Agency Information Line (HAIL). More information about the strategic road network in the East of England is available on the Highways Agency Area 6 webpage at www.highways.gov.uk/area6. For more information about the Highways Agency generally, including Traffic Information, please visit www.highways.gov.uk

Regards

Clive Michael Parker *Dip. Hort. (Kew) MIHort, MArborA, MBA*
Senior Consultant (Horticulture & Arboriculture) | Consulting & Rail
Amey

e: clive.parker@amey.co.uk



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