

From: Area 3 <SharePointAlerts@kier.co.uk>
To: davidgb24 <davidgb24@aol.com>
Sent: Wed, 21 Feb 2018 18:41
Subject: Highways England response - Litter M27 - Ref: 18651073

Please do not reply to this email, it has been sent from an unmonitored address.

Dear Mr Basson

Reference Number 18651073

Thank you for emailing the Highways England Customer Contact Centre on 18 February 2018 regarding litter between junctions 11 and 7 of the M27. Your query has been passed to Kier Highways Ltd; we work on behalf of Highways England and we are responsible for the day-to-day operation and maintenance of the M27.

I'd like to apologise for any annoyance or possible frustration you may have experienced. We, as a team, are continually aiming to enhance and improve the strategic road network and appreciate receiving your feedback, as it allows us to monitor where any issues may arise and to rectify them if required.

I've been in contact with the Route Inspector for these locations and he's informed me that we're aware of the litter here and should be cleared within the next four weeks. As a general view on litter, our inspectors patrol their areas weekly and if litter is present, it's scored and defected.

Depending on the severity of the litter, they're given a timescale to complete the clearance, usually up to 14 days for slip roads and 28 days for main roads.

To help with litter that you mention we are identifying haulage companies that have insufficient loads, resulting in debris being deposited on our roads. Once they're identified, correspondences are sent to the relevant parties highlighting both the implications of insufficient loads, possible penalties and the impact it has on our network.

We hope this information is helpful and thank you again for taking the time to contact us. For any other queries, please contact the Highways England Customer Contact Centre.

They're available 24 hours a day by phone: 0300 123 5000 or by email: info@highwaysengland.co.uk. Alternatively, you can visit the Highways England website at www.highways.gov.uk.

To help us improve our service, we would be grateful if you could spare a few moments to complete our [customer feedback survey](#).

Kind regards,
Ryan Dickinson
Area 3 Customer Enquiries Team
Working on behalf of Highways England
Kier Services Highways