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Chairman: Colin Barber

Chief Executive: Mike Hawkins JP

Mr Phil Ruck
CEO Brentwood Borough Council
Ingrave Road
Brentwood
Essex CM15 8AY

3rd April 2017

Dear Mr Ruck

I am writing on behalf of Brentwood Chamber of Commerce in connection with the current Crossrail works and the effect they are having on businesses in the Shenfield area.

We have received a number of complaints recently from some of our members, whose businesses are being severely damaged by the effects of this work. It is particularly bad for retailers, because of the lack of parking spaces for their customers.

We are of course aware of the need to carry out essential works in connection with the introduction of the new trains, however we do feel that the current phase could have been planned and managed more effectively.

Most of the issues relate to parking. Some of the main complaints, which we have received are:

- The capacity of Hunters Avenue and Friars Avenue car parks have both been reduced, but due to insufficient patrolling of these car parks, they are being used by drivers parking all day, including drivers, who appear to be working on the Crossrail project.
- The fine for drivers parking all day is not sufficient to act as a deterrent.
- The whole of the Co-op layby has been blocked off for TFL replacement buses, when all they are doing is dropping passengers off. Could the dropping off of passengers not take place in a side road?
- It appears that there is always at least one bus 'parked' in the Co-op layby. Could a waiting area not be found away from the shops?
- Despite the closure of the Co-op layby, Tesco have apparently now been given permission for two construction vehicles to park in the layby outside their shop all day, during the refurbishment work. Could Tesco not have been told that this permission could only be granted after the Co-op layby has re-opened?
- At weekends there is also a Greater Anglia replacement coach service, and coaches are regularly parked on double yellow lines, leading to further congestion.
- The replacement bus staff are parking in shoppers' parking bays, and sometimes on double yellow lines
- There is also a rumour that instead of finishing in May the replacement bus service is now going to continue until July. Is this correct?

Our members were assured that everything possible would be done to reduce the impact on businesses in the area, but currently this does not seem to be the case.

I realise that there are several different 'organisations' involved in this project, but we would welcome a response from your perspective.

Similar letters are being sent to the CEO's of Crossrail, TFL, Greater Anglia and Essex County Council, with copies to the Leader of Brentwood Council, Sir Eric Pickles MP and the Editor of the Brentwood Gazette.

A handwritten signature in black ink, appearing to read 'Colin Barber'. The signature is written in a cursive style with a large initial 'C'.

Regards
Colin Barber
Chairman
Brentwood Chamber of Commerce