

HIGHWAY MAINTENANCE

IMPORTANT INFORMATION

Footpath improvement works

will be commencing in your area on behalf of
Surrey County Council in the next few days



PLEASE NOTE: Our works are weather dependent,
if you require any further information,
call our customer care line
01948 820494
Email: customercare@rejuvo.com
Web: www.rejuvo.com



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If you require our leaflet in braille please contact us
Or visit our website www.jpcs.co.uk/footwaysleaflet to access an audio version

We are about to commence surfacing works in the next few days in your area

Although every site has a different specification, the process may involve:

- *Weedkilling*
- *Jetwashing or cleaning*
- *Lifting of ironwork*
- *Cutting back undergrowth*
- *Taping up kerbs or ironwork*
- *Spreading the surface with a black, wet mixture using squeegees and brushes*
- *General clearing up*

How you can help us:

We would be grateful if you could arrange to have any overhanging vegetation cut, or tied back away from the footpath, so the surfacing can be carried out effectively.

Your safety:

Please be careful - there are hazards associated with all highway works. If you are unsure about any of our activities, please contact us. Please avoid driving over the surface for approximately 2-4 hours whilst the material cures, therefore you may wish to move vehicles before works start.

How the improvement works may affect you:

- As our work is weather dependent, we are unable to provide an exact date for the works to be carried out. Please contact our customer care line on 01948 820494 if you require an update
- The surface improvement works may be carried out in stages, so there may be a lapse in time between these processes
- The material will remain wet for one to two hours, depending on weather conditions
- Water comes to the surface as part of the drying process and may give the material a wet appearance for longer
- Please avoid walking on the surface until the material has been down for at least two hours - the longer it is left, the better. Our operatives will be happy to assist if you need to cross before the surface is dry
- Please check your shoes before entering your home. We cannot accept liability for damage to carpets and flooring, as you have a duty of care to ensure that your shoes are checked prior to entering your property
- We are unable to complete areas next to cars parked straddling the footpath or parked on the carriageway next to the footpath - **please help us by moving parked cars**
- Please keep pets away from the wet surfaces and machinery
- Loose grit may be displaced during the cleaning and laying process. We request consideration during this time and any detritus coming from our works will be swept up and removed from site
- Please allow time for the surface to fully harden
- When the material is first laid, it may appear brown and a little coarse, the texture and finish settles as the water content evaporates and the material hardens
- The colour will blend in to the existing as each day goes by



CUSTOMER CARE LINE: For questions and assistance please call 01948 820494 or email customer care@rejuvo.com

Your opinion is very important to us

Please take a moment to complete and return our prepaid survey or **scan the QR code to complete our online version**. The information will be used to help us monitor and improve our service to you. Please post the survey back to us as soon as possible. Postage is free.



Date works undertaken: _____

Street Name & Post Code where works undertaken: _____

Please tell us how you would rate the completed works (please tick):

Please note the product used is specified by the local authority. For the purposes of this survey, please comment on standard of the workmanship.

	Poor → Excellent				
1. Quality of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Staff conduct	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Site cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Did you use our customer helpline? If so, how would you rate them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Are you satisfied with the overall quality of the works?	YES <input type="checkbox"/> NO <input type="checkbox"/>				
6. Additional comments:	_____ _____ _____				



Please scan the QR code to for news and updates about highways in your local area



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For more information about how we protect your personal data, and to understand your rights in relation to any personal data you submit to us, please read our privacy policy which can be found on our website at www.rejuvo.com

Our customer service team may wish to contact you to discuss your feedback in more detail; if you consent to this please complete the information below.

I _____ consent to you contacting me by:

Email: _____ Telephone: _____

Please cut along the dotted line, fold and seal

Business Reply
Licence Number
RTJS-XZAZ-SZLK



JPCS Limited
Rejuvo House
The Sidings
Hampton Heath Industrial Estate
Hampton
MALPAS
SY14 8LU

