

Our ref: FOI 100516

Highways England
2nd Floor
Bridge House
1 Walnut Tree Close
Guildford GU1 4LZ

16 December 2019

Dear

A3 roadworks

Thank you for your request for information dated 11 November 2019 asking about the dates the Windmill View Residents Association informed us of the issues they were having with HGV drivers being routed through the estate and how many times this has been reported to you directly or via Hampshire County Council. As per your agreement to the reduction of scope of 21 November 2019, we are providing the relevant data from the last 12 months. I have handled your request under the Freedom of Information Act 2000.

In answer to your questions, the dates the Windmill View Residents Association had emailed us were:

- 16/03/2018 (customer followed up on 30/03/2018)
- 26/04/2018
- 02/07/2018
- 15/10/2019 (The correspondence on this date was also sent to Hampshire County Council)

In relation to the number of times this was reported to us was 15 times, this includes the above follow up and forwarded correspondence from Hampshire County Council.

If you are unhappy with the way we have handled your request you may ask for an internal review within 2 months of the date of this response for Freedom of Information requests and within 40 days for Environmental Information Regulations requests.

Our internal review process is available at:

<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy, please phone the Information Line on 0300 123 5000; or e-mail info@highwaysengland.co.uk. You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote reference number FOI 100516 any future communications.

Yours sincerely