

10 September 2024

Chris Weston
Chief Executive – Thames Water
By email

Dear Chris

West Street, Dorking - roadworks

I am writing as the Leader of Mole Valley District Council to press your teams in respect of the ongoing works on West Street in Dorking. You will be aware that the closure of the road is causing significant issues with traffic in the area. The route is an important through road for the A25 and the delays being caused are extensive.

I am exceptionally concerned that the businesses on West Street will suffer from loss of trade. Many of them have been in touch with me and are very anxious about the impact of the road closure on their businesses. They are worried, not just that there is a lack of signage indicating that businesses are still open but also that the handling of pedestrians through the closure is unclear and there is no opportunity for them to cross the street. The inability to cross the street makes shopping on West Street unattractive and I urge you to make every effort to introduce safe pedestrian routes through the closure so the street can remain a vibrant shopping area.

Whilst I appreciate the unforeseen nature of the issue being faced, I cannot accept that the timescale proposed to repair is either acceptable or reflects the necessary urgency. For those using our roads and most especially our business community and their customers a three-month closure is simply unacceptable. If it is not possible to undertake the works more expediently then I require details of the resources being used and the detailed reasoning for the length of time the road needs to remain closed. I need this to enable me to explain to businesses what is happening and why they have no option, it would seem, other than to see their businesses badly affected.

Could I also make you aware that West Street has been repaved in Yorkstone at considerable expense and request that you ensure that any paving stones that need to be removed to facilitate the work are stored carefully and replaced after the work is completed. It would be difficult to obtain replacements and any attempt to use tarmac would be completely unacceptable.

I am writing in similar terms to the County Council so that they also understand the serious problems this matter is causing in the hope that they will be able to increase the speed of the works and assist with proper and appropriate signage.

Yours sincerely



Cllr Stephen Cooksey
Leader - Mole Valley District Council

Cc: Chris Coughlan MP
Andrew Fuller, Dorking BID Board Chair