

## What do we need you to do/know?

- Please make sure you move your car out of the works area before the works start.
- Where possible, please do not attempt to access/exit your property by driving or walking over the newly laid material until the operations are completed. Our team on site will be happy to advise and help if necessary.
- If you must walk on the new surface, please check your shoes before entering the house or getting in to your car to help avoid damage to property.
- Please drive slowly whilst travelling through the site to help protect your vehicle and keep our employees safe. Be prepared to be guided by one of our operatives if necessary.
- The work may take more than one day to complete so please ensure the road is kept clear of vehicles the following day.
- Some splashes of bitumen may occur and can be cleaned with products available from car accessory shops or garages. If there is substantial damage, make a note of all the details of the incident and contact us.
- Do not attempt to clean bitumen off tyres, as this will wear off by itself. If there is substantial damage, make a note of all the details of the incident and contact us as above.
- Stay scam aware - Suffolk Highways and our contractors will not offer to carry works out to your property. Any cold callers can be reported in confidence to Citizens Advice on **0808 223 1133**.

## If you need to contact us

This leaflet should answer any queries you have about the surface dressing process, and includes answers to frequently asked questions, such as access to your property during the works.

If you have further questions about the works including dates, times, delivery, or anything else you wish to discuss, please contact Suffolk Highways via email at [customer.services@suffolk.gov.uk](mailto:customer.services@suffolk.gov.uk) or call **0345 606 6171** (Monday to Friday, 8:30am to 5:30pm, excluding Bank Holidays).



## Surface Dressing Work

Everything you need to know about surface dressing work taking place in your area shortly and how this may impact on you.



**Important  
information  
inside**

[www.suffolk.gov.uk/surfacedressing](http://www.suffolk.gov.uk/surfacedressing)

[www.suffolk.gov.uk/highways](http://www.suffolk.gov.uk/highways)



**SUFFOLK  
HIGHWAYS**  
[www.suffolk.gov.uk/highways](http://www.suffolk.gov.uk/highways)



For information regarding location, dates, times and duration check the information boards placed at the end of the road or visit [www.suffolk.gov.uk/surfacedressing](http://www.suffolk.gov.uk/surfacedressing)

## What is Surface Dressing?

Surface dressing is an efficient, sustainable and cost-effective maintenance treatment that prolongs the life of a road surface, restores skid resistance, and prevents water ingress. The speed of the process significantly reduces the disruption to traffic compared to resurfacing.

## This is a two-stage process

Patch repairs are carried out to any defects on the current surface which the surface dressing won't be able to fix. This is done before the dressing works so that the patches are not still soft when the dressing is applied.

Bitumen emulsion and stone chippings are then applied to the road - known as surface dressing.

## Can I still access my property?

Vehicle access to your property should be possible during the works but there may be short delays at times when our vehicles are working nearby. Pedestrian access to your property will be maintained throughout the duration of the works where possible.

## Will works impact on my business?

We know how important it is for customers to be aware that businesses remain open during works so, where possible, we will ensure that notices and signs are displayed advising that "Businesses are open as usual".

## Step 1 – Clearing

The road is swept and cleared of debris.

## Step 2 – Spraying

Bitumen emulsion is sprayed onto the road. This seals the road surface and will help the chippings to embed into the surface.



## Step 3 – Chippings

Chippings are spread over the bitumen. To help ensure that the road is completely covered and sealed, more chippings are used than needed. The stone used for chippings is carefully selected to provide the right texture and grip for the new surface.



## Step 4 – Rolling

The chippings are rolled to embed them in to the surface.



## Step 5 – Sweeping

After rolling, the road is swept to remove the loose chippings. This first sweep usually happens a few days after completion of the surface dressing. A second sweep then happens around a week after completion.

## Step 6 – Driving on the new surface

Vehicles travelling over the surface will continue to help embed the chippings. This must be at low speeds and traffic signs will be displayed advising the risk of loose chippings and showing an advisory speed limit. If possible, drivers should try to avoid any sudden braking or steering manoeuvres. Further sweeping will be required until there is no further significant loss of chippings.

## Step 7 – White Lines

At this stage, we will be able to repaint white lines on the road and all remaining temporary road signs will be removed.

This typically happens around a month after dressing depending on weather conditions.



## How do you rate our works?

Suffolk Highways needs your feedback to help us to continually improve our service. Have your say at

[www.smartsurvey.co.uk/s/suffolk-highways-survey](http://www.smartsurvey.co.uk/s/suffolk-highways-survey)

or by scanning the QR code below:

