

**From:**  
**To:** [Highway Assets](#)  
**Subject:** backsideans Wargrave  
**Date:** 03 September 2020 16:04:50

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**External Email**

**CAUTION: This is an EXTERNAL EMAIL - STOP & THINK before clicking a link or opening attachments.**

Hi

I see that areas have been indicated for refurbishment in the lane. The white spray seem to stop 2/3 of the way up. The surface is poor further up, outside Lattice Cottage. I do keep writing pleas for poor Backsideans with its 120 plus patches; but I have had no reply for weeks. I see that something is going to be done; but what and when. Please remember the lane is a cul de sac.  
Kind regards

Sent from [Mail](#) for Windows 10

Click [here](#) to report this email as spam.

**From:** [Customer Service](#)  
**To:** [Highway Assets](#)  
**Subject:** FW: Contact Us form - sent from website  
**Date:** 11 August 2020 11:54:55

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Dear Colleague,

Please see the email below that has been sent in to Customer Delivery.

Please be aware this is a 'chase up' request by the customer as they have not had a reply to their initial query. Please respond to the customers query directly.

Can you please also bcc into your response or update her directly if you are not emailing a response so we know the matter has been resolved.

Kind regards

**Customer Delivery Officer**

Wokingham Borough Council

**Address:** Shute End, Wokingham, RG40 1BN

**Tel:** (0118) 974 6000

**Email:** [customerservice@wokingham.gov.uk](mailto:customerservice@wokingham.gov.uk)

**Website:** [www.wokingham.gov.uk](http://www.wokingham.gov.uk)



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**From:** noreply@wokingham.gov.uk  
**Sent:** 09/August/2020 12:17 (BST)  
**To:** CustomerService@wokingham.gov.uk  
**Subject:** Contact Us form - sent from website

**External Email**

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Entry ID: 796616

Submitted On: 09/08/2020

Submitted From: <http://www.wokingham.gov.uk/contact-us/contact-us-online/>

Submitted By:

**Name:**

**Phone number:**

**Email address (optional):**

**Address (optional):**

**Why are you contacting us:** Road works

**Tell us more about why you're contacting us:** After numerous enquiries and comments regarding the state of Backsideans in Wargrave i would appreciate an update. I notice that there is a plethora of white markings on the lane. What is the repair plan?

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**From:** [VH - Wokingham Alliance](#)  
**To:** [Highway Assets](#)  
**Subject:** FW: Contact Us form - sent from website-private  
**Date:** 06 May 2021 16:59:33  
**Attachments:** [Newsletter image.png](#)

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**External Email**

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fya

Kind Regards,

**Call Centre Operator**

Telephone: 0118 912 1770

Wokingham Borough Council,  
Shute End, Wokingham,  
Berkshire.  
RG40 1BN.

[www.VolkerWessels.co.uk](http://www.VolkerWessels.co.uk)  
[www.VolkerHighways.co.uk](http://www.VolkerHighways.co.uk)



Do you really need to print this e-mail?

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**From:** customerservice@wokingham.gov.uk <customerservice@wokingham.gov.uk>  
**Sent:** 06 May 2021 16:55  
**To:** VH - Wokingham Alliance <Wokingham.Alliance@volkerhighways.co.uk>  
**Subject:** FW: Contact Us form - sent from website-private

Dear colleague,

Please see the email below that has been sent into Wokingham Borough Council.

The query is regarding something that I believe you will be able to answer. Please can you reply directly to the customer.

Please be aware the customer is expecting a response within 10 working days.

Kind regards,

Georgina Hendry

Customer Delivery Officer

Wokingham Borough Council

Address: Shute End, Wokingham, RG40 1BN

Email: [customerservice@wokingham.gov.uk](mailto:customerservice@wokingham.gov.uk) | Tel: (0118) 974 6000

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Website: [www.wokingham.gov.uk](http://www.wokingham.gov.uk)



[SIGN UP HERE](#)

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**From:** [noreply@wokingham.gov.uk](mailto:noreply@wokingham.gov.uk)

**Sent:** 06/May/2021 15:50 (BST)

**To:** [CustomerService@wokingham.gov.uk](mailto:CustomerService@wokingham.gov.uk)

**Subject:** Contact Us form - sent from website

Entry ID: 834700

Submitted On: 06/05/2021

Submitted From: <http://www.wokingham.gov.uk/contact-us/contact-us-online/>

Submitted By:

**Name:**

**Phone number:**

**Email address (optional):**

**Address (optional):**

**Why are you contacting us:** Road works

**Tell us more about why you're contacting us:** W2121776 Great disappointment in your e-mail concerning the 120+ patchworked and potholed lane called Backsideans in Wargrave. Although months ago it was marked out for repair nothing has been done despite constant pleas. There is not even any ownership by Wokingham of the technically explicit markings. These cannot have been done by an amateur. It is very hard to see them now as they have been worn away. The surface is eroding at a fast pace. To quote "the problem been found not to be safety critical", so is it waiting for someone's car to become damaged. This is going to happen in the near future.

**If you've told us before who did you contact:** See above

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Registered Office: Hertford Road, Hoddesdon, Hertfordshire, EN11 9BX

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**From:**  
**To:** [Highway Assets](#)  
**Subject:** RE: Backsideans, Wargrave ~[OFFICIAL]~  
**Date:** 21 June 2020 15:16:55  
**Attachments:** [image001.png](#)

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**External Email**

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Dear Sir

I am very disappointed by this reply. Can the potholes be filled in adding to the incredible number of patches?

Regards

Sent from [Mail](#) for Windows 10

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**From:** [Highway Assets](#)  
**Sent:** 21 May 2020 15:50  
**To:** \_  
**Subject:** RE: Backsideans, Wargrave ~[OFFICIAL]~

Dear

Thank you for reporting the condition of Backsideans, Wargrave. Streets are generally programmed for maintenance using information from engineering surveys and feedback from Highways Inspectors. Based on this, we have no plans for large-scale maintenance in Backsideans at the present time.

Please note that Backsideans will continue to be inspected on a regular basis and any hazardous defects will be rectified.

Yours sincerely

The Highway Assets Team

Wokingham Borough Council  
Shute End  
Wokingham  
RG40 1WL  
Email: [Highway.Assets@wokingham.gov.uk](mailto:Highway.Assets@wokingham.gov.uk)  
Website: [www.wokingham.gov.uk](http://www.wokingham.gov.uk)

cid:image001.png@01D62F87.7B1BFAD0

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**From:** [customerservice@wokingham.gov.uk](mailto:customerservice@wokingham.gov.uk) <[customerservice@wokingham.gov.uk](mailto:customerservice@wokingham.gov.uk)>

**Sent:** 18 May 2020 15:56

**To:** VH - Wokingham Alliance

**Subject:** FW: Contact Us form - pot holes

Dear colleague

Please see the email below that has been sent into Wokingham Borough Council.

The query is regarding something that I believe you will be able to answer. Please can you reply directly to the customer.

Please be aware the customer is expecting a response within 10 working days.

Kind regards

### **Customer Delivery**

Wokingham Borough Council

**Address:** Shute End, Wokingham, RG40 1BN

**Tel:** (0118) 974 6000

**Email:** [customerservice@wokingham.gov.uk](mailto:customerservice@wokingham.gov.uk)

**Website:** [www.wokingham.gov.uk](http://www.wokingham.gov.uk)

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**From:** [noreply@wokingham.gov.uk](mailto:noreply@wokingham.gov.uk)

**Sent:** 17/May/2020 18:53 (BST)

**To:** [CustomerService@wokingham.gov.uk](mailto:CustomerService@wokingham.gov.uk)

**Subject:** Contact Us form - sent from website

Entry ID: 784564

Submitted On: 17/05/2020

Submitted From: <http://www.wokingham.gov.uk/contact-us/contact-us-online/>

Submitted By:



**Name:**

**Phone number:**

**Email address (optional):**

**Address (optional):**

**Why are you contacting us:** Road works

**Tell us more about why you're contacting us:** I have been very patient about the state of me "Backsideans". I have a strange name but i have feelings. I have had 3 large building projects going on in the lane; Quince Cottage was built and The Orchard and Fir tree Cottage has extensions, so repairing me would have been a waste of time. I have seen Church Street being redone, quite beautifully. What about me? I have 32 residences plus the BT sub station using me. Some residences in the High Street have their access from Backsideans. Do you know I have at least 120 patches ONE HUNDRED AND TWENTY +. PLEASE MAKE ME WHOLE AGAIN! I have asked to pen this letter for me. Please forward this plea to the relevant person. Yours in all humility A cross patch road, Backsideans

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**From:** [Highway Assets](#)  
**To:**  
**Cc:** [Highway Assets](#)  
**Subject:** RE: Call back request ~[OFFICIAL]~ 28 April 2021  
**Date:** 08:41:53  
**Attachments:** [backsideans Wargrave.msx](#)  
[image004.png](#)

Hi

If it's any help, it looks like marking up may have been done quite some time ago (see attached). The resident contacted us originally in June 2020.

Regards

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.


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**From:**  
**Sent:** 27 April 2021 15:26  
**To:** Highway Assets <[highway.assets@wokingham.gov.uk](mailto:highway.assets@wokingham.gov.uk)>;  
**Subject:** RE: Call back request ~[OFFICIAL]~

Hi --

Please can you look into this Enquiry for me? I'm not sure why it was highlighted for my attention, I mealy re-assigned it due to insufficient information and there were no pictures. This was added to the In House comments prior to re-assigning it (Pictures are now available), however the information is still lacking. Looking at the comments, any idea whom may have marked it up and why no works have been carried out?

At the moment, I have no information to call the resident other than, I don't know.

W2121776			
	<b>Enquiry Reference</b>	W2121776	<b>* Status</b> Assigned
	<b>* Category</b>	Potholes >	<b>Created Date</b> 15/Apr/2021 15:40
	<b>* Type</b>	Footway >	<b>Source</b> PIP
	<b>* Detail</b>	Pothole >	<b>Inspection Area</b> Wargrave CP >
	<b>* Response Time</b>	10 Days - Priority >	<b>Ward</b> Remenham Wargrave and Ruscon
<b>Required Completion Date</b>		26/Apr/2021 23:59	<b>* Inspector</b> Highway Assets >
<b>Actual Completion Date</b>		01/01/9999	
<b>* Street</b>		BACKSIDEANS, WARGRAVE, WARGRAVE >	
<b>Location Description</b>		all along the road	
<b>In House Comments</b>		20.04.21 - No pictures and no information.  Reassigned Date: Apr 22 2021 2:36PM Reassigned By: Rebecca Barnes Reassigned To: Highway Assets Comment: For the attention of Shaun.L Lines have been drawn looks old	

Thank you,

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**From:** Highway Assets <[highway.assets@wokingham.gov.uk](mailto:highway.assets@wokingham.gov.uk)>  
**Sent:** 27 April 2021 12:49  
**To:**  
**Cc:** Highway Assets <[highway.assets@wokingham.gov.uk](mailto:highway.assets@wokingham.gov.uk)>  
**Subject:** FW: Call back request

Hi

Are you dealing with W2121776?

Regards

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

---

**From:** Customer Service <[CustomerService@wokingham.gov.uk](mailto:CustomerService@wokingham.gov.uk)>  
**Sent:** 27 April 2021 10:26  
**To:** Highway Assets <[highway.assets@wokingham.gov.uk](mailto:highway.assets@wokingham.gov.uk)>

**Subject:** Call back request

Dear

Please could you kindly call. She was told by Volkers that you are dealing with this. She would like an update, Her contact number is

Kind Regards

**Customer Delivery Officer**

Wokingham Borough Council

**Address:** Shute End, Wokingham, RG40 1BN

**Email:** [customerservice@wokingham.gov.uk](mailto:customerservice@wokingham.gov.uk) | **Tel:** (0118) 974 6000

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