

■ **Substantial Damage**

Contact the contractor's supervisor on site who will inspect any damage to your vehicle and the conditions. As explained overleaf, make a note of all the details and notify the contractor as soon as possible.

Details of the contractor can be obtained from the supervisor on site or from My Devon Customer Service Centre (*please see back cover*).

We very much appreciate your patience and consideration in helping us to undertake this essential work.



Who to contact

You can report road defects and find out more on: www.devon.gov.uk

During office hours you can report defects and find out more about Highway Maintenance operations by contacting the My Devon Customer Service Centre on **0845 155 1004**

In an emergency you can contact the Council's Highway Operations Control Centre (**24hr**) **01392 383329**

For information about the Motorway or Trunk Roads contact the Highways Agency **0845 50 40 30**

Plymouth City Council **01752 668000**

Torbay Council **01803 201201**

Highway surface dressing



Want to report a problem on your road?

- fallen trees
- flooding
- broken streetlights
- potholes

MyDevon 

Call Roads and Transport
0845 155 1004



BT 0845 calls cost a maximum 5p per minute. Other providers may vary

Introduction

Devon has 12,800 kilometres (8000 miles) of road which is the highest of any authority in the country. Every year the County Council improves these roads for the residents and visitors with a programme of surface dressing.

Why and When?

Surface dressing is a cost effective way of restoring the road surface and sealing it in one process. However, one of the main reasons for doing this each year is to improve its skidding resistance, thus increasing safety and helping to achieve the target of a 55% reduction of road deaths and serious injuries by 2010. Surface dressing also helps to make a road waterproof and protect it against frost and water damage.

The work is undertaken between April and September because the process requires warm dry weather to make sure the dressing becomes established.



The Process

The road is sprayed with bitumen binder followed by a layer of stone chippings. Although the chippings are pressed into the surface by a roller, vehicle tyres travelling over the new road help to give a more uniform surface. However loose chippings may be a problem and this is why there is a speed limit of 20mph during the early life of the dressing. The County Council's contractor should remove the excess chippings during the days immediately after completion. If this has not been done please contact My Devon (details overleaf).

Every attempt will be made to reduce the disruption to road users while this improvement to Devon's roads is undertaken but, with over 6 million litres of bitumen and 50,000 tonnes of chippings to lay, it is inevitable that there may be some minor delays to traffic.

When the dressing teams are in the area, you should ensure that your vehicle is not parked on the road so that work can go ahead without delay. Before walking into the house or getting into your vehicle, check that you and your family do not have bitumen on your shoes. Any inconvenience will only last a few days and sensible precautions will ensure that there is no consequential damage to your house or vehicle.



What if Your Vehicle is Damaged?

Despite using well established operational practices and experienced operatives, occasionally something may go wrong and vehicles become damaged. This usually happens if road users ignore the speed limit signs with the result that flying chippings can cause broken windscreens and chipped paint together with bitumen splashes.

However, if your vehicle is damaged you may find the following information helpful.

■ Broken Windscreens

Make a note of all of the details of the incident and notify the contractor as soon as possible, although your own motor insurance will probably cover damage to windscreens.

■ Bitumen Splashes on Paintwork

Cleaning products are available from most car accessory shops or garages for the safe removal of bitumen from paintwork. If the damage is substantial make a note of all the details and notify the contractor as soon as possible.

■ Bitumen on Vehicle Tyres

No attempt should be made to clean the tyres with any product. In many cases you will find small quantities of bitumen on tyre tread soon wear off. However, in the event of large quantities make a note of all the details and notify the contractor as soon as possible. The advice of a specialist tyre company should be sought if in doubt.