

# Queensway & The Pavement Regeneration Scheme

## Frequently Asked Questions

### 1. Why is the scheme required?

Following the successful regeneration of Queens Square in 2017, the next phase of Crawley's [Town Centre Regeneration Programme](#) will extend the public space improvements along Queensway, to Kingsgate, Memorial Gardens, Parkside and The Pavement.

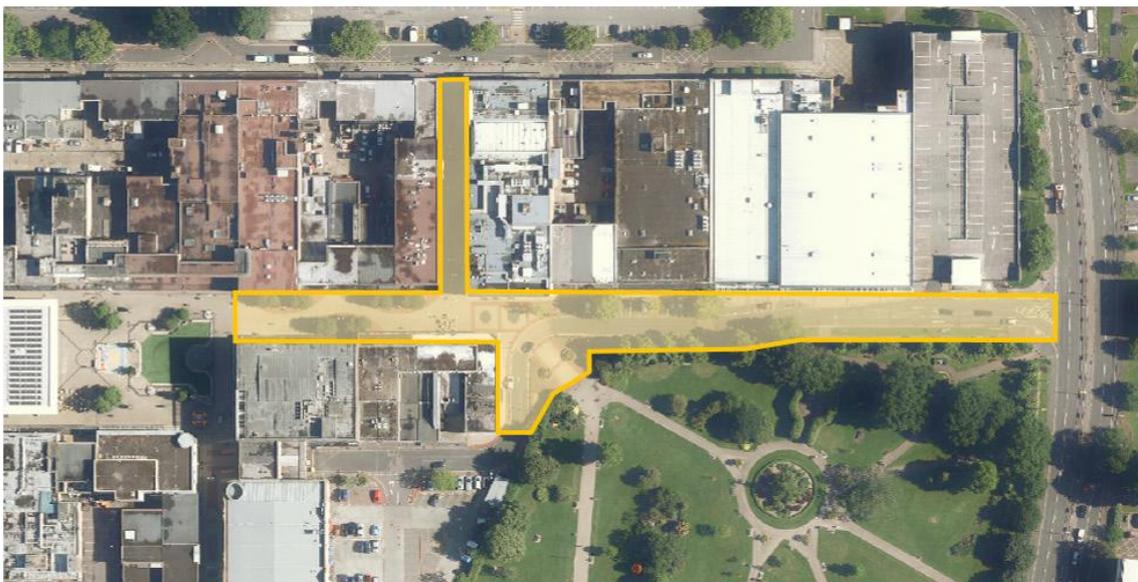
Crawley town centre's public realm is past its best and in need of a facelift if it is to remain an enjoyable and safe place for residents and visitors to use over the coming years.

Improvements to this area are also hoped to act as a catalyst for further regeneration. This has already been seen in Queens Square where a number of empty properties have been brought back into use, including Decathlon, Tapi Carpets, La Rusta, Peacocks and Metrobank.

This scheme is part of the [Crawley Growth Programme](#); a £60 million investment in local infrastructure projects which will enable sustainable growth in jobs, business space and homes across the town centre and Manor Royal Business District.

### 2. Where is the scheme?

The scheme covers the whole of Queensway, The Pavement, Kingsgate, and Parkside in Crawley town centre. It also encompasses the northern edge of Memorial Gardens.



### **3. What does the scheme include?**

The scheme includes new paving; new lighting and street furniture; planting in Memorial Gardens; infrastructure for a potential future market and improved disabled parking provision.

### **4. What will the scheme cost to implement and how is it funded?**

The estimated cost for implementing the scheme is £2.2million, funded through the [Crawley Growth Programme](#).

The Crawley Growth Programme is delivered by a major partnership of public and private organisations, including the Coast to Capital Local Enterprise Partnership, West Sussex County Council, Crawley Borough Council, Metrobus, Gatwick Airport Limited, Manor Royal Business Improvement District (BID) Company, the Arora Group, Gatwick Diamond Initiative and Crawley Town Centre Partnership.

### **5. Who is delivering the project?**

As part of the Crawley Growth Programme; Crawley Borough Council is the lead authority for the project and contract management of the proposed improvements.

### **6. When will the scheme be built?**

Works started in January 2019 and are due to be completed in autumn 2019.

### **7. Will visitors and residents be affected during construction?**

All businesses will remain open during construction and we have carefully planned the works to minimise disruption. We have maintained contact with businesses, residents and visitors affected by works, providing Construction Management Plans and phasing maps. We will also be providing regular project updates as the scheme progresses via [www.regeneratingcrawley.org.uk](http://www.regeneratingcrawley.org.uk)

### **8. What is the council doing to support local businesses affected by the works?**

Throughout the scheme development, Crawley Borough Council has worked closely with the construction contractor (Blakedown Landscapes) and local businesses to keep disruption to an absolute minimum. This includes maintaining full access to all businesses, during normal business hours, for the duration of the works.

Before the works started, officers from Crawley Borough Council visited all surrounding businesses in person to discuss the Phasing and Construction Management Plan, along with any issues or concerns that the businesses may have had. During these visits, each business received a letter explaining their right to approach the Valuation Office Agency (VOA) to request a

temporary reduction in the Rateable Value of their property, should they feel (and be able to provide supporting evidence) that the works are significantly and adversely affecting their business.

In addition, signage has been placed around the site and at key entrance points to the town centre, informing the public of the works and promoting that all businesses are open as usual.

The opportunity to discuss the works with the council and our contractor is always open and contact details have been widely communicated with business owners and store managers.

**9. Will the road remain open during the work?**

The road will remain open during the works but there will be lane restrictions during some elements when completing the new crossings. Further information will be included in the detailed construction plan, which has been shared with businesses and residents.

**10. Will access for pedestrians be maintained during the works?**

Footpaths will remain open wherever possible. We will provide advance notice and alternative directions in the event of a footpath closure.

**11. Why were the trees removed from Queensway? Will they be used elsewhere?**

As part of the regeneration of Queensway, The Pavement and Kingsgate, the new landscaping design required the removal of trees and a small amount of shrubbery situated in planters along Queensway, outside Marks and Spencer and Sainsbury's. However, before the work was carried out, the council's town centre Patch Team removed a number of plants that have since been placed elsewhere around the town.

**12. Are there any trees in the new design?**

13 new trees have been planted as part of the scheme and more than 3000 new shrubs added to the bed near Memorial Gardens. There are two varieties of trees planted:- Pyrus Calleryana and Liquidambar Styraciflua, which, will grow to their full potential of around 10m.

**13. What will happen to the old paving slabs?**

The old slabs have been taken away by a local company who crush them to be reused as sub-base material on construction projects. Some are also kept for repairs to local areas.

**14. Will there be cycle parking in the new scheme?**

There are new cycle stands proposed at the entry points into the “no cycling zone” at The Pavement, by the disabled bays opposite M&S and outside the entrance to Memorial Gardens. Further stands are proposed at the other end of Queensway, opposite TK Maxx.

**15. What is happening to the Mosaic pillars along Queensway?**

These pillars are privately owned and throughout the works, the pillars have remain untouched. There are no plans to remove or restore them.

**16. Some areas of the new paving already looks stained and dirty. Why is this? Will the area be cleaned?**

Before being handed over to the council, work will be undertaken to snag, clean and seal all areas of paving around the site. The sealant will act as a barrier, preventing permanent stains and allowing the Neighbourhood Services Team to effectively clean the area once the site has been handed over.

**17. What if I notice something that is a health and safety concern? How can I report this?**

Our contractors are committed to following health and safety rules, however if you see something of concern, please email the council’s Town Centre Regeneration Officer at [joseph.carey@ Crawley.gov.uk](mailto:joseph.carey@ Crawley.gov.uk)

**June 2019**