



Communications Plan

Longwater Road, Finchampstead

Works Commencement

Prior to enabling works commencing at the land to the east of Longwater Road, a letter shall be posted to local residents informing them of upcoming works and associated dates. A direct phone number will be left for any queries. We will post this at least 4 weeks prior to enabling works. We plan to place a groundworks contractor on site for an initial 20 weeks for these works.

We will within the letter provide a date where any residents can meet with the construction team (Construction Director/ Project Manager) prior to works commencing on superstructures to ask any development questions they may have. We will also put a letter box on the main gate during the construction phase - this can be used for residents who have any questions or queries who are not comfortable contacting the site manager directly via phone.

Regular Updates - Newsletter

A quarterly newsletter will be sent out informing residents of site progress and upcoming works and include contact details for the Site Manager. We will outline the activities we envisage coming up over the next quarter and we will put estimated time frames against these activities.

Complaints Handling

The responsible person may vary depending on the nature of the query. Complaints should be directed to the site team in the first instance and if this does not offer an appropriate or timely resolution, then the Stonebond Head Office contact details will be displayed on the noticeboard and complaints can be escalated via the Head Office.

Stonebond believe that residents should easily be able to register complaints as well as other comments and feedback. All complaints received are reviewed at the regular site meetings.

Communication Methods

We will provide information to residents to enable them to contact us by email, post or telephone. We will agree the appropriate timescales for responses with the project team.

The site team will host a 6 weekly open office day where residents may come to the site office/meeting room to discuss the development and any concerns with the project manager/site manager.

Project & Emergency Contact Details

Contact details for the Project Manager/ Site Manager will be displayed at the site gates for immediate contact should it be needed. Project and emergency contact details are set out below.

Contact Name	Contact Number
Emergency Services: Ambulance / Fire Brigade / Police	999
Nearest Hospital with A&E Department:	<u>UTC (Urgent Treatment Centre - for minor injuries or illnesses that are urgent but not life threatening)</u> Frimley Park Hospital, Portsmouth Road, Camberley, Surrey, GU16 7UJ <u>A&E (Accident & Emergency)</u> Craven Road, Reading, Berkshire, RG1 5AN.
Emergency Contacts Utilities: Water Electricity Gas Telecoms	Thames Water – 0800 3169800 UK Power Network – 105 Cadent – 0800 111 999 Openreach - 0800 023 2023
Environment Agency:	0800 80 70 60
Site Team: Senior Site Manager Secondary Point of Contact	Name: Ben Dearlove Mobile: 07526 504209 Name: Nick Brasier Mobile: 07928 507343
Community Liaison Manager:	Ben Dearlove
H & S Representative:	Stuart Gordon