

**17 November 2020**

Dear Sir/Madam

**Smart motorway programme: M1 junctions 13 to 16 – Piling works**

Please accept our apologies for not including your address in the original circulation of correspondence, advising that we were starting piling works in the vicinity of your property, week commencing 9 November 2020.

This error has been rectified and I can also assure you that the necessary steps have been taken to ensure this does not happen again.

In light of the concerns raised by local residents regarding the night piling works on Thursday 12 November, to minimise disruption, we have rescheduled this work to be carried out between 9am and 5pm each weekday from Monday to Friday this week and next week.

The piling work involves driving piles into the ground using a vibratory hammer, to make wider verges where technology cables can be placed. There is a possibility that we may encounter issues with the ground conditions in this area, which would result in us having to complete the piling with an impact hammer instead. If impact piling is required, you may notice an increase in noise levels while this work is carried out.

Please note the dates provided above are subject to change, as there may be conditions outside of our control, such as adverse weather and incidents on the road.

We will do our utmost to complete the work as quickly as possible and keep noise and disruption to a minimum. However, there may be some noise, for example from reversing alarms which must be used on our vehicles for health and safety reasons.

If you have any additional questions or concerns, please contact Highways England Customer Contact Centre on 0300 123 5000 or [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk). If you would like to know more about the project, please visit the scheme website at [www.highwaysengland.co.uk/m1-j13-j16](http://www.highwaysengland.co.uk/m1-j13-j16).

Yours sincerely

Jonathan Byrne  
Community Relations Officer  
**Working for and on behalf of Highways England**