

Rosemary Wilkins Cycling Officer

From: ESH Customer Services
Sent: 24 January 2012 11:08
To: Rosemary Wilkins Cycling Officer
Subject: MEMBER ENQUIRIES DRAFT RESPONSE NEEDED: LTP3 Cycle Path Fire Station to Essex University Wivenhoe

Sensitivity: Confidential

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Rosemary,

Hope you are the correct person to speak to? Have you had an opportunity to look into the below enquiry in green? We need to respond to the Cllr ASAP, even if it is to say that they may contact you direct to discuss the matter further, or all update are available at website XXXXX.

Please could you provide a brief response ASAP and no later than tomorrow midday?

Regards,
Sean Russo

ESH Customer Services Team & Member Enquiries | Business Services
Environment Sustainability & Highways | Essex County Council
Email: sean.russo@essex.gov.uk | Telephone: 08457 430 430 | Ext: 51609

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Did you know you could report a pothole or other highway matter via ECC's website on www.essex.gov.uk

If it is an emergency please call the Highways Department on 08457 603 7631

From: Karen Saunders Quality Operations Manager
Sent: 18 January 2012 13:59
To: ESH Customer Services
Cc: Rob Macdonald Highways Liaison Officer; Rosemary Wilkins Cycling Officer
Subject: RE: LTP3 Cycle Path Fire Station to Essex University Wivenhoe
Sensitivity: Confidential

Sean,

I have assigned this to Rosemary from LCEA on confirm

thanks

Karen Saunders
Senior Customer Officer
East Area Office Colchester

Environment, Sustainability & Highways

Essex County Council email: karen.saunders@essex.gov.uk

Telephone: 0845 6037631

Did you know you could report a pothole or other highway matter via ECC's website on www.essex.gov.uk

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From: ESH Customer Services
Sent: 18 January 2012 13:20
To: Rosemary Wilkins Cycling Officer
Cc: Rob Macdonald Highways Liaison Officer; Karen Saunders Quality Operations Manager
Subject: LTP3 Cycle Path Fire Station to Essex University Wivenhoe
Sensitivity: Confidential

Confirm: 63292:

Hi Rosemary,

Would this be a scheme you are involved with or would it be the Highway Area Office?

We need a draft response by midday Monday 23rd January.

Please let me know if there any problems.

Thank you,
Sean Russo

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From: Member Enquiries
Sent: 18 January 2012 13:14
To: Julie Young Member CC
Subject: LTP3 Cycle Path Fire Station to Essex University Wivenhoe
Sensitivity: Confidential

ECC-017409-12

Dear Cllr Young

RE: LTP3 Cycle Path Fire Station to Essex University Wivenhoe

Thank you for your email dated 18 January 2012 in respect of the above.

We expect to provide you with a response within our service standard of 10 working days. However, if we are unable to meet this timeframe we will contact you.

Regards
Sean Russo

ESH Customer Services Team & Member Enquiries | Business Services
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-----Original Message-----

From: Julie Young Member CC

Sent: 18 January 2012 07:34

**To: Member Enquiries; Anne Mehrtens Customer Liaison Support Officer;
Members East Area**

Subject: LTP3 Cycle Path Fire Station to Essex University Wivenhoe

Dear ECC

Can you provide me with an update re the above?

Julie