



Dunham Massey Parish Council
34 woodhouse Lane
Dunham Massey
Altrincham
WA14 5SE

29th July 2026

Formal Complaint: Regarding Sub-standard Management and Execution of Street Works - Charcoal Road, Dunham Massey

Dear Andrew,

As Chair of Dunham Massey Parish Council, I am formally reporting significant failures regarding recent utility works on Charcoal Road, Trafford Project Number 80068054 NWP.

The Parish Council requests that the following information is provided:

- Explain why the works have overrun on three separate occasions.
- Explain the circumstances surrounding the strike on the gas main and what lessons have been learned from this incident.
- Explain why the temporary traffic management arrangements repeatedly failed and what action has been taken to prevent further occurrences on the next phase of the works.
- Confirm when the finished surface of Charcoal Road will be restored to a safe, even and high-quality condition that matches the surrounding area and is as close as possible to the standard prior to the works commencement.
- Provide reassurance that the shortcomings evident during the Charcoal Road phase of works have been recognised and addressed prior the next phase of the project at the strategically important junction at Dunham Road.

Background

On 18 April 2026, Councillor Lisa Hancock forwarded an email from Martin Holland of United Utilities advising that Network Plus would install new water mains along Charcoal Road as part of a wider scheme covering Dunham Road, Highgate Road and Park Road. The works were scheduled to commence on 20 April 2026 and were expected to take four weeks, subject to minor adjustments as work progressed.

On the 28th April 2026 the Parish Council received an on-call update from Trafford Council advising that a gas main had been struck on Charcoal Road while carrying out water mains repairs. Cadent attended the site and undertook emergency repairs. This required the carriageway to be closed between the A56 and a point just beyond the Charcoal Lodge entrance to Dunham Massey Park.

Between May and the beginning of July 2026 Parish Councillors received complaints from residents relating to several issues experienced because of the works. Residents understand that essential utility works can cause disruption and that unforeseen issues can arise. However, there is concern about the number of delays encountered, the gas main strike, repeated traffic management issues, and the quality of the road reinstatement. Collectively, these issues have had a significant impact on residents, businesses and visitors, resulting in travel disruption, increased journey times, inconvenience, restricted access, and a reduction in overall confidence in the management and delivery of the works.

Page 2

On 16th July 2026, I reported via Trafford Council's online portal and subsequently to the Highways Client and Operations Manager that, following completion of the works, the road surface along Charcoal Road remained in a poor condition. In particular, a raised section of carriageway, not dissimilar to the hight of a speed bump, had been created because of the works, together with an uneven road surface. Amey subsequently informed me that they had investigated the report and, following an inspection, concluded that responsibility for these defects rests with the utility companies involved in the works, namely United Utilities and their contractor.

Given the disruption caused by the works, the delays experienced, and the unsatisfactory condition of the road following reinstatement, I would be grateful if Trafford Council could confirm what steps are being taken to ensure that the utility companies concerned carry out the necessary remedial works to an acceptable standard and within an appropriate timescale.

I would also welcome confirmation of how the Council intends to monitor and enforce compliance with its reinstatement requirements to ensure that Charcoal Road is restored to a condition that is safe and suitable for all road users.

I look forward to your response.

Yours faithfully,

Cllr. Dave Jolley
Chair, Dunham Massey Parish Council
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