

County Oak Waste & Recycling Centre

Queuing System Feedback



08 July 2021

Manor Royal BID is supportive of the introduction of the queue management system at County Oak Waste and Recycling Centre.

At peak times Metcalf Way is a busy and congested area. The combination of significant queues caused by visitors to the Crawley Household Waste and Recycling Site, the popular County Oak retail park and the surrounding businesses have, over many years, been a problem. More recently this has been so disruptive it has led to businesses calling for the police to attend. It is a common complaint that businesses locally are, in effect, made inaccessible, which in turns impacts their profitability.

Feedback from businesses as at July 2021.

Grant Harding, Oceanair UK

Sent: 07 July 2021 16:52

Hi Steve

We're very good thanks, have never been busier. Hope you are well.

Apart from the fact we put up a advertising sign (thought might as well make the most of the bad situation with the queues) the day before they introduced the system its been great from our point of view.

We would very much be in favour of the current system staying. Thanks for your endeavours in sorting a solution to the problem.

Kind Regards, Grant Harding

Darren Keene, Spraytech

Sent: 06 July 2021 17:19

Hi Steve

Thank you for your email and update.

We are in Enterprise Court and I can say that the queuing system has really helped, we have seen a significant improvement, i hope this will replace the idea of a rumored one way system as I think that would cause additional problems.

We as a business think the queuing system should stay,

Many Thanks

Darren Keene, Managing Director, Spraytech

Charlie Bourne, Newline Plastics Ltd

Sent: 06 July 2021 10:58

Good morning Steve,

Same to you, thanks for all your support.

I cannot stress how much the booking system has helped us, we regularly have 3-5 customers outside and over the course of the day that adds up. When the queues are in place it severely effects us as you know. Also, suppliers are unable to reach us and we have missed our weekly stock delivery a number of times adding further pressures.

We're all for keeping the booking system.

Kind regards,

Charlie Bourne, Director, Newline Plastics Ltd

Sharon Attew, M.A. Flooring & Carpets Ltd

Sent: 06 July 2021 09:04

Hi Steve,

Thank you for your email. All good here thank you and I hope things are good for you too.

In the opinion of all of us here at M.A. Flooring, we think the Tip Queuing system is working extremely well. We haven't noticed any queues of traffic at all. We have been able to get into our business premises without any problems or hold ups and all of our deliveries and customers have had easy access. In short, our business has been able to run smoothly.

From a business point of view, we would be very happy if it was made to be permanent.

Off the record and this is quite amusing, we booked a slot to take some personal garden rubbish to the tip. Sod's law that was on the morning that an articulated lorry caught on fire and the tip was temporarily closed! Apart from that I understand all has run smoothly!

Kind regards,

Sharon, M.A. Flooring & Carpets Ltd.