



TRANSPORT PLANNING

## Retail Property Portfolio Asset Management Highway Works Monitor

Customer accessibility is a critical issue for retail property portfolios; customers will shop in locations which are easily, conveniently and cheaply accessible, so what happens when major road works arise unexpectedly, causing congestion, delay and (worse) road closure? Answer: customers will divert to spend their money elsewhere, causing an immediate hit on turnover and (worse still) what if they *like* the alternative that they have been pushed to find? Lost turnover can be extremely difficult to regain, due to impacts on customer loyalty.



**But what can be done about this?**

Highway authorities have a legal responsibility to ensure that the adopted highway is perpetually available for members of the public to "*pass and re-pass*", or in plain language to travel on in order to facilitate their daily requirements (including shopping!). Advanced notice of road works should therefore **always** be available....if you know where to look!

Transport Planning and Traffic Engineering consultancy for  
property developers and asset managers.

[www.tonks-consulting.co.uk](http://www.tonks-consulting.co.uk)

Transport planning and traffic engineering consultancy with commercial understanding; that's the **cTc** way.

We help you to maximise return from your property and land investments.

Many retailers address these issues in a reactionary manner, but what if you knew in advance what you were facing? What if you were able to influence the works *before* they had started and even mitigate potential impact? That is precisely what we offer; our team at **cTc Transport Planning** has many years of experience researching, managing and addressing impact of highway works on behalf of a major international retailer, in that time saving millions of pounds of turnover.

We have contacts with local highway authorities which enable us to rapidly and efficiently access information concerning forthcoming road works programs and enter into proactive discussions with the relevant staff to make changes, maintain accessibility and protect vulnerable retail turnover. We typically;

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- **Research road works programs;**
  - **Provide monthly client summaries of upcoming issues;**
  - **Grade the issues according to potential impact;**
  - **Negotiate alterations to works detail or timing in order to minimise impact;**
  - **Agree scheme redesigns where applicable;**
  - **Support claims for rate rebates based on commercial impact.**

Similar projects have been demonstrated to protect and retain retail turnover of cumulative value into many millions of pounds, resulting in a cost/benefit ratio which has been calculated as more than +3500%! **Should you be protecting your retail turnover against impact due to road works?** Or perhaps more pertinently; **Can you afford not to?**

Please call us on the number below; we would be pleased to discuss with you opportunities and details of how we could help protect your business.

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