

Dear Clerk to the Council,

I am writing on behalf of residents of New Street, specifically house numbers 19–47, to formally raise serious concerns regarding the complete removal of safe and reasonable parking access for residents, alongside growing road safety issues, following recent changes associated with the redevelopment of the former council offices.

Residents have had long-established access to parking associated with the former council offices car park for decades. One resident has lived on New Street for 37 years and confirms that residents have always had parking access via this car park during that time.

The former council offices car park closed in early September 2024 and remained closed for approximately 12 months prior to building works commencing. During this period, residents were already left without their long-standing parking provision, with no consultation, mitigation, or alternative arrangements put in place.

Since I became a resident of New Street in 2010, parking arrangements have been as follows:

- Residents of numbers 19–47 historically relied on access to parking within the former council offices car park opposite their homes.
- Following the closure of the car park in September 2024, residents' only remaining safe and practical option was to park on the side road opposite the bungalows.
- As of yesterday (12th January 2026) this access has also been removed.
- Residents have been informed that this access will not be reinstated once building works are completed.

This sequence of events has now left residents of numbers 19–47 with no safe parking access near their homes.

It is important to highlight that:

- Double yellow lines exist outside numbers 19–47. These were introduced when the council offices were operational and are now no longer in use.
- Residents from number 53 through to the Hawkstone Pub do not have double yellow lines outside their properties and are still able to park directly outside their homes.
- This creates a clear and ongoing disparity in treatment between residents living on the same street.

Residents are also extremely concerned by reports that the suggested alternative is for residents to park at the Co-op car park and purchase a parking pass. This is not a suitable or reasonable solution for the following reasons:

- Many residents have young children, elderly family members, or disabilities.
- It raises serious personal safety concerns, particularly for women leaving for work in the early hours (as early as 4am).
- It is unsafe and impractical in emergency situations, such as parents needing to take children to A&E during the night.
- It places an ongoing financial burden on residents for an issue not of their making.

In addition to the parking issue, residents have long-standing concerns regarding road safety on New Street. While it is currently a two-way road, vehicles frequently travel at excessive speeds. This has recently resulted in an accident involving a member of the public exiting the doctors' car park on New Street.

Residents therefore believe that converting New Street into a one-way system would not only help

resolve the current parking issues but would also:

- Reduce speeding
- Improve overall road safety
- Make it safer for residents, pedestrians, and children crossing the road
- Provide a practical opportunity to remove the double yellow lines outside numbers 19–47 while maintaining safe traffic flow

Residents are particularly concerned that:

- No consultation appears to have taken place prior to the removal of parking/access.
- No clear explanation has been provided regarding the authority under which all nearby parking options were removed.
- No mitigation measures appear to have been considered for the affected households.

We respectfully request:

1. Confirmation of the authority under which resident parking/access was removed
2. Whether a Traffic Regulation Order (TRO) was made or amended, and whether any public consultation took place
3. That this matter be formally placed on the agenda for discussion at the next Town Council meeting
4. That a site visit and/or traffic and parking assessment be undertaken as a matter of urgency
5. That practical solutions be considered, including the proposed one-way system and removal of the double yellow lines
6. That interim mitigation be considered while this matter is under review

Please log this correspondence as a formal complaint and ensure it is recorded in the meeting minutes. Residents are keen to engage constructively with the council and highways authority to reach a fair, safe, and workable resolution.

Thank you for your time and consideration. I look forward to your response.

I would be grateful if this correspondence could be circulated to all Town Councillors and the relevant Shropshire Council (County) Councillor for Wem.

Kind regards,

[REDACTED]
On behalf of residents of New Street (Nos. 19–47)