

Dear Roger,

I spoke to you just before Christmas with reference to the early morning deliveries to the back of the coop in the Cross Hayes. I'm afraid it has got no better at all, in fact it seems to have got much worse!

The co-op uses huge articulated trucks that put up in front of our houses and then reverse along the front of our houses and the Town Hall into position. The lorry cab passes so close to our bedroom windows that you could almost reach out and touch it! Obviously the reversing alert beeps loudly and often the refrigeration unit is also active on top of the extremely loud engine noise.

Having spoken to the manager of the co-op Mr Smith, he has a window of delivery from 5.30 - 7.30 am. The lorries frequently arrive much earlier than this time, anytime from 4.45 am onwards. They often sit and wait with their noisy refrigeration units on as they understandably want to ensure that the food is at the correct temperature for the delivery when the manager checks it. The manager does not arrive until half 5! At this point the lorry is then unloaded for approximately half an hour of banging and crashing of metal trollies ensuring that the luxury of going back to sleep is totally impossible!

These deliveries occur 7 days a week and the stress and fatigue that it is causing to our families and us is becoming unbearable. My 9-year-old daughter is woken up frequently by the lorries and then goes into school exhausted! We have lived in this house for 11 years and the deliveries were always later, closer to half 6 and 7 am. We have never known it to be so terribly disruptive and intrusive!

The manager has assured me that it would suit him much better to have a later delivery closer to 7am. We fully appreciate that the drivers have a difficult job to do, however, Cross Hayes car park is deathly quiet until just after half 8 when the workers start to arrive and the school runs commence. Adjusting the time until a later slot would not affect access and would enable the residents of Cross Hayes to have a full night's sleep.

The question does arise as to why the company uses such huge lorries for deliveries to a medieval town with narrow roads and tight turns where most of the houses are listed in the centre of town. All of the houses in our row have basements. Our house is set back slightly with steps down to the basement door. My husband has to frequently hammer the big stone steps back into their slots when the sheer weight of the lorries day after day forces them out. Our neighbour's house now also has significant cracks that have appeared all along the inside of the front wall of their house. Surely having a weight limit for lorries in central Malmesbury would seem a sensible idea for such a stunningly beautiful town?

On the rare occasion when a smaller lorry is used the disruption is significantly less as these smaller lorries can drive straight into position at the back of the co-op with no reversing required.

I am sure that you will have witnessed occasions when the whole town is gridlocked due to the fact that the huge lorries cannot reverse into position for the afternoon delivery due to a parked car or bus. It causes mayhem!

Please, please help us! I have contacted the Co-op, both through the manager and by telephone, however they are unwilling to listen. A later morning delivery slot and the use of smaller lorries would make our lives so much easier and preserve the heritage in our gorgeous town for so much longer.

***Cross Hayes Resident***