

17th July 2023

The Edge,
3A St Helens Road
Ormskirk
L39

Dear Neil,

Further to our recent telephone conversation regarding the roadworks that have been going on for over 18 months.

I can honestly say that this has had a far greater impact on my business and my mental health than the lock down during coronavirus.

If it wasn't for the outside catering that we have been doing we would have gone bust over 10 months ago.

This additional business should have been the icing on the cake for The Edge but in reality my takings

at the Edge has reduced by 40-50% meaning I have had to work twice as hard just to keep my head above water.

Sadly I have lost two staff members as I could not give them enough guaranteed hours + have been unable to replace them as I have had to make considerable cost savings.

It has been an absolute nightmare, with little or no communication from the council, the actions they have taken without any consideration or consultation of what impact it would have on a business. Including no access for the binmen which has led to an infestation of rats in and around the student flats behind us and opposite your old shop.

We have been isolated from the

Cont (3)

rest of town for over 12 months, the front of our shop has been inaccessible due to the bollards + boulders, ^{etc,} customers having to walk 200 yards up the road to come back on themselves to get in + on a couple of occasions we have been totally blocked off with no access!

A lot of our customers are elderly (similar to your client base) + the fact we have been blocked off with all of the roadworks, ^{from the rest of town} along with no local parking, no loading bays for delivery ^{etc} it has been a complete shambles.

My shop has been used as a public toilet + bus information centre!

Dozens of customers have fallen over, I've had to take one to hospital and another home as a result of falling on the temporary ramps by the

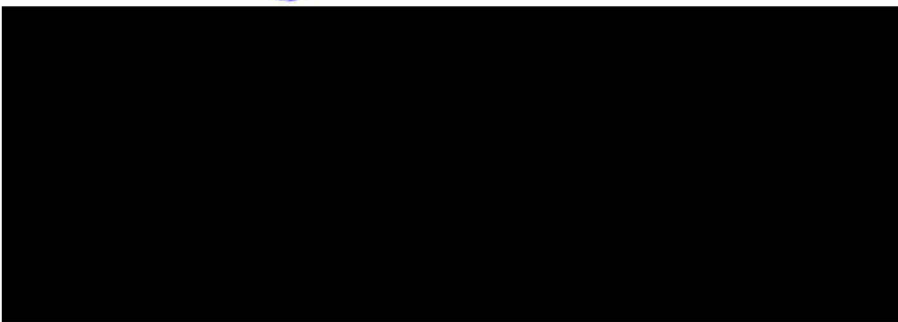
(4) temporary lights..

The noise throughout has been horrendous, so we can't have the door open during the day.

I have photos & videos to support all of this as to be honest, what has gone on over the last 18 months is so farcical it is very ~~hard~~ hard to do it justice in writing. I have been driven to despair with it.

Please let me know if you require any further information or would like copies of the photos etc.

Kind regards



Jill Martin
Owner of The Edge cafe