

From: [REDACTED]@rontec.uk.com>
Sent: 14 October 2022 12:15
To: Lauren Bellars [REDACTED]@tfl.gov.uk>
Cc: Andy Lord [REDACTED]@tfl.gov.uk>; [REDACTED]@rontec.uk.com>; [REDACTED]@rontec.uk.com>
Subject: FW: A20 Swanley By Pass Kent

Dear Lauren,

There have now been another couple of serious incidents, occurring on 27th September and 10th October, with regards to cars aquaplaning on the stretch of road just in front of the entrance to our petrol station, please see below the updated list of incidents in chronological order.

Please find details below:

- **Incident Date: 03.12.2019**
A BMW was driving at speed along the A20 and then the driver lost control. The car came onto the forecourt and impacted the hooped bollard which protects fuel pumps 1 & 2. The vehicle then spun around and hit the bollard at the back of pumps 3 & 4. There were four occupants of the car and the fire brigade and ambulance service attended the scene.
The cost of the damage to our property was £1500
- **Incident Date: 15.08.2020**
A vehicle was travelling along the outside lane of the A20 when it hit surface water, aquaplaned and spun around. The vehicle then proceeded onto the forecourt hitting the bollard in front of pump 1&2. It then spun around hitting a car parked at pump 3. The petrol pump was impacted and emergency services attended the site.
The cost of the damage to our property was £10,000.
News article and video - <https://www.newshopper.co.uk/news/18659874.mercedes-hits-bp-petrol-station-off-a20-swanley-bypass/>
- **Incident Date: 13.02.2022**
A vehicle lost control on the dual carriageway during heavy rain, spun around impacting a van driving onto the forecourt. The car then impacted a hooped bollard in front of the pump and launched into the stanchion. Emergency services attended the site.
The cost of the damage to our property is estimated £100,000.
News article - <https://www.kentlive.news/news/kent-news/man-taken-major-trauma-centre-6655286>
- **Incident Date: 23.05.2022**
A vehicle lost control on A20 causing a road traffic accident. The vehicle lost control and went into the slip road impacting the barrier.
No damage caused to our property.
- **Incident Date: 27.09.2022**
Vehicle aquaplaned across A20 impacting other vehicles
No damage caused to our property.
- **Incident Date: 10.10.22**

At 8:15 am a white Mercedes car skidded on the A20 into the entrance of our forecourt and collided into a car filling up at pump 1 . The site was closed temporarily whilst emergency services attended.
Costs to be confirmed

Lauren, I understand, from your e-mail below, that Andy asked for the matter be investigated and would reply as soon as possible.

Obviously, the situation needs urgent attention, especially considering the further recent incidents.

We do not appear to have received a reply yet and would be grateful for a reply and an update as soon as possible.

Regards

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M █
T █
<http://www.rontec.com>

3rd Floor, Meridien House
69-71 Clarendon Road
Watford WD17 1DS

****WE ARE MOVING ON 17th OCTOBER 2022****

We are delighted to announce we are moving to a brand-new head office. Please update your records to our new address, details provided below.

1st Floor, 40 Clarendon Road, Watford, Herts, WD17 1JJ

Telephone: 01923 694000

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From: Bellars Lauren [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>
Sent: 24 May 2022 16:23
To: [REDACTED] <[\[REDACTED\]@rontec.uk.com](mailto:[REDACTED]@rontec.uk.com)>
Cc: Lord Andy [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>
Subject: RE: A20 Swanley By Pass Kent

Dear [REDACTED]

Thank you for raising this issue directly with Andy.

Andy has asked for the matter to be looked into, in order to reply as soon as possible. In the meantime, please let me know if you require further assistance.

Kind regards

Lauren

Lauren Bellars
PA to Andy Lord, Chief Operating Officer, Transport for London
Palestra, Floor 11 B4, 197 Blackfriars Road, London, SE 1 8NJ



Please note – I may send and respond to emails out of hours, there is no expectation on you to do the same.

From: [REDACTED] <[\[REDACTED\]@rontec.uk.com](mailto:[REDACTED]@rontec.uk.com)>
Sent: 24 May 2022 14:09
To: Lord Andy [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>
Subject: FW: A20 Swanley By Pass Kent

Dear Mr Lord

I am writing to you following correspondence with the highways agency regarding a series of dangerous accidents on our petrol station in Swanley in Kent. Highways England inform me that the section of road is managed/operated by TFL. Unfortunately since my earlier correspondence with them a further dangerous incident has occurred at the location, fortunately no one was injured or killed, however as you can see from the attached video it is only by luck that this was not the case.

The correspondence below details the serious accidents so far on this piece of dual carriageway, all have occurred in heavy rain all have aquaplaned across both lanes before crashing into our forecourt.

I am seriously concerned that it is only a matter of time before we have yet another serious incident here. Please can you pass the details attached to someone in your organisation that can arrange urgent alterations to this location and work with us to ensure cars cannot crash like this across our forecourt.

From: [REDACTED]
Sent: 02 March 2022 16:39
To: [REDACTED]@highwaysengland.co.uk
Subject: A20 Swanley By Pass Kent

Dear [REDACTED]

I am [REDACTED] of Rontec Roadside Retail, we operate 265 petrol forecourts across England and Wales.

I have serious concerns around a stretch of dual carriageway on the A20 in Kent. Despite 3 serious accidents in the last 3 years there seems to be no plan or movement on making the stretch of road safer. All 3 accidents have involved vehicles aquaplaning at speed across the carriageway on pontoon our forecourt. Thankfully no one has been seriously injured, however I fear it is only a matter of time before another accident and a possible serious injury.

I have attached details of the 3 incidents and some photos to show just how lucky those involved have been. Repairs following the latest incident will cost in excess of £100,000 because of the serious structural damage to the sites infrastructure.

I am sure there are some sort of traffic calming/speed reduction measures that can be taken, prior to any proper schemes being completed.

Can you please pass this onto the relevant colleague within your organisation, that has the authority to move on this quickly and decisively.

My thanks in advance

[REDACTED]

[REDACTED]

Rontec

M [REDACTED]



[REDACTED]

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3rd floor Meridien House
69-71 Clarendon Road
Watford
WD17 1DS

tel: [REDACTED]
email: [REDACTED]@rontec.uk.com

There have been three road traffic accidents that I am aware of where cars have lost control on the A20 and ended up causing property damage to our Swanley site. Please find details below:

- **Incident Date: 03.12.2019**
A BMW was driving at speed along the A20 and then the driver lost control. The car came onto the forecourt and impacted the hooped bollard which protects fuel pumps 1 & 2. The vehicle then spun around and hit the bollard at the back of pumps 3 & 4. There were four occupants of the car and the fire brigade and ambulance service attended the scene. The cost of the damage to our property was £1500
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[Redacted]

Managing Director
Rontec

T [Redacted]
D [Redacted]
M [Redacted]

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