



**Neighbourhood Area:** North

**Community & Neighbourhood**

**Manager:** Lenny Stamp

**Walkabout Area:** Magdalen Rd Area

## Resident feedback

In March, residents, council officers, councillors and police were out in the area to discuss any ongoing local issues. We would like to thank everyone who was able to come along and take part or emailed their concerns directly.

Whether you were able to come along or not, we think it is important to give you some feedback about the issues raised, as well as what we are doing to try and resolve them. Below is a summary of the general neighbourhood issues raised. Individual or personal issues are not included and will be fed directly back to the resident.

### Summary of neighbourhood issues:

**Issue One: You raised...**that the refuse/recycling collectors have not been taking enough care when returning bins, often caddies and boxes strewn across the path on Angel Road.

The City Council's response is: Thank you for bring this to our attention, this issue has been raise at a meeting with the contractor who will remind their staff to return them correctly.

---

### Issue Two:

**You asked us ...** If there any neighbourhood watch/neighbourhood groups in the area?

The City Council's response is: The police are responsible for Home Watch so If you would like to know if there is already a Home Watch set up in your area or if you wish to become a Home Watch Co-ordinator and set up a scheme where you live, then you can contact the local police team in the following ways:

- Speak to your local Safer Neighbourhood police officer or Police Community Support Officer
  - Call **101** and ask to speak to your local Safer Neighbourhood Team
  - Log onto **[www.norfolk.police.uk](http://www.norfolk.police.uk)** and follow the link to Home Watch
-

## **Issue Three:**

**You asked us about ...**having the double yellow lines extended to cover the corner of Clarke Road / Magdalen Road to improve visibility when pulling out onto Magdalen Rd.

The City Council's response is: The request for assessment for double yellow lines has been placed for this financial year, for consideration, but we cannot make guarantee whether it can be implemented or not

---

## **Issue Four:**

**You reported ...** Some residents suspect visitors parking permits are being abused and not used correctly.

The City Council's response is: If a resident suspects a particular permit or vehicle is being abused, or several in a particular location, they must contact the Customer Contact Team. This can be done by phone 0344 980 3333 or via our website. The complaint will be logged and passed to Parking Services. They will set up a 14 day survey of a vehicle or location. If a particular permit/vehicle combination is seen for a significant number of days, or a pattern is seen, the permit holder will be written to and asked for an explanation. If the explanation is satisfactory no further action will be taken. If the explanation is not acceptable, or no reply is received, a second letter will be sent. This states that the permit, or the permit/vehicle combination is cancelled and if seen a Penalty Charge Notice will be issued. The permit holder cannot apply for a new permit for a minimum of 3 months, In 2014 we have carried out 14 surveys in the zones in this area.

---

## **Issue Five:**

**Residents asked if ...**the permit parking restrictions could be extended to become 24 hour parking for residents as it is difficult to park after 6:30pm and on Sundays.

The City Council's response is: Due to the high cost of this and budget limitations, this is not something we can resource for the foreseeable future.

Making a controlled parking zone operate 24/7 has significant implications in terms of the ability of residents to have more than 1 visitor per household and has major impacts on businesses such as pubs.

We would only consider it in the future if there was popular support for this change and we could fund changing the legal order and all signage.

---

## **Issue Six:**

**You raised concerns ...**regarding issues of fly tipping in the alley ways running parallel to Magdalen Road and down the service alleys between the rear of properties on Stacy Road Magpie Road and Clarke Road.

The City Council's response is: Council Officers will continue to actively investigate any items fly tipped before they are removed. Please follow the link below to find 'what is fly tipping?' and how you can help us tackle this problem.

<http://www.norwich.gov.uk/Environment/StreetCareAndCleansing/Pages/FlyTipping.aspx>

---

**Issue Seven:**

**You commented that** ...bins are still being permanently left and stored at the end of the service alleyways including Marlborough Road, Guernsey Road, Beaconsfield and Stacy Road.

The City Council's response is: There has been an improvement in the reduction of bins being left out between collections in this area and would like to thank all those residents who have helped make their community a cleaner and safer place by removing their bins from the highway. We will be following up with those residents who have continued to leave/store their bins permanently on the highway. People are reminded they should not store their bins on the highway and should make sure they are not place out for collection no earlier than 6pm the night before collection and are returned to within the boundary of their property before 9am the day after their collection.

Please follow the link if you have any queries around your waste and recycling.

<http://www.norwich.gov.uk/WasteAndRecycling/Pages/WasteAndRecycling.aspx>

---

**Issue Eight:**

**Several residents mentioned** ....they were frustrated about the high levels of antisocial behaviour (ASB) occurring in the alleyways beside their homes. This ranges from leaving human faeces urinating, drug activities. They would like alley gates to secure these areas.

The City Council's response is: Resourcing security gates on alleyways, in any area, involves a considerable financial cost, in both materials and officer time. To consider the possibility of alley gating there must be significant and recent evidence of issues to justify the cost and meet the legal requirements to gain a 'Gating Order' to restrict access to any public right of way.

Our initial checks have found we have only a low number of resident's complaints logged with in the last 3 months. Our Neighbourhood Wardens and the police have increased their patrolling in this area since the WAB meeting, in response to your concerns. But in order to obtain the level of evidence legally required to progress; issues need to be regularly reported through. If you are still experiencing antisocial behaviour please use the link below to find out how to report.

<http://www.norwich.gov.uk/Communities/ReportingIssues/Anti-SocialBehaviour/Pages/AntisocialBehaviour-HowToReportIt.aspx>

If are aware of illegal drug activity in this area please report to your local police on 101 or email: [sntnorwichnorth@norfolk.pnn.police.uk](mailto:sntnorwichnorth@norfolk.pnn.police.uk)

---

We hope you found this report helpful.

# Walkabouts for your neighbourhood



**NORWICH**  
City Council

To see the programme of when and where we will be for the next three months please visit our website [www.norwich.gov.uk](http://www.norwich.gov.uk) and look up Walkabouts on the A to Z.

If you would like more information or if you wish to report a problem; you can contact Norwich City Council via telephone: 0344 980 3333, online via [www.norwich.gov.uk/tellusaboutit](http://www.norwich.gov.uk/tellusaboutit) or by email on: [info@norwich.gov.uk](mailto:info@norwich.gov.uk)