



Feedback Sheet

Neighbourhood Area _____ East _____ Date ____ 18/08/2015 _____

Community & Neighbourhood Manager ____ Carol Jones _____

Walkabout Area ____ St Leonards Road _____

Issue One – Overgrown and Problem Trees

You told us that you believed there was a diseased horse chestnut tree near the communal bin in Saunders Court which would often drop conkers causing potential trip hazards. You also told us that there were trees which had branches overhanging into gardens and were generally overgrown in the area.

We have spoken with the Council's Arboricultural Officer and made him aware of these enquiries. Having investigated the matters it is apparent that the horse chestnut tree in Saunders Court is not diseased and the trees team would not be able to take remedial work upon a tree due to it dropping conkers which is a natural process. The trees officer did however discover a diseased horse chestnut on the green area on the right hand side of the road which will be removed.

Unfortunately the Council are unable to carry out work to deal with overhanging branches into gardens; likewise action will only be taken to control overgrown trees if they are posing a risk to members of the public.

For more information regarding what the Council are able to do regarding trees please visit the website at www.norwich.gov.uk, where you can also report any tree related issues you are experiencing.

Issue Two – Anti-social Behaviour in the Area

You made us aware that there were various incidents of anti-social behaviour in the area, including in Saunders Court and Albert Place.

We have passed on all the details that you provided us with to the local Police Safer Neighbourhoods Officer so that they are aware of some of the ongoing issues and are putting actions into place surrounding this. The Council's Neighbourhood Wardens can also be contacted to report incidents of anti-social behaviour, this can be done by phoning us on 0344 980 333 or visiting www.norwich.gov.uk.



Issue Three – Overgrown Planting and Littering

You told us that shrubs were starting to become overgrown in the area, including buddleia and woody weeds in St Leonards Road, Pyracantha bushes becoming untamed in Albert Place and Shrubs on the slope behind St Leonards Road, in Ladbrooke Place, being overgrown. As well as this you also reported in certain places in Camp Grove, shrubs were becoming overgrown and starting to touch property windows. You also told us that the communal bin compounds were looking untidy and there was litter in the area.

We have passed all of these details on to our Contracts Officers, they will assess the individual situations and ensure that the contractors we work alongside complete any remedial work required.

Issue Four – Street Lighting

You informed us that the street lamp on St Leonards Road, at the junction with the access route to Saunders Court, had not been working for some time. You also made us aware that there was a wall light out on a stairwell in Saunders Court.

A report has been sent through to the relevant department regarding the street lamp and this will hopefully be rectified as soon as possible. Likewise the wall light has also been reported and will be investigated shortly.

Issue Five – Broken Wall

You made us aware that the wall which surrounds the communal bin area on St Leonards Road was broken near the entrance to the bin compound.

We have spoken with the Housing officer for the area and it has been established that the damage is caused when the bins are removed from the compound. The Housing officer has put in a request for this issue to be rectified to prevent further damage being caused.