



Feedback sheet

Neighbourhood area _____ East _____ Date _____ 20 May 2015 _____

Community and neighbourhood manager _____ Carol Jones _____

Walkabout area _____ West Pottergate _____

Issue one – antisocial behaviour in the area

During the walkabout you told us about general antisocial behaviour in the area regarding other residents.

We have discussed this with the community wardens and the neighbourhood housing officers, they have stated that antisocial behaviour can be reported to them via our telephone number of 0344 980 333. They would then be able to look into the matters that are reported and if required an antisocial behaviour log can be initiated.

If the behaviour persists, they are then able to escalate the complaints to our antisocial behaviour and tenancy enforcement team if required. This team have a range of powers to deal with antisocial behaviour problems.

The neighbourhood policing team, with the support of the neighbourhood wardens, will do regular patrols through the area to try and stop other forms of antisocial behaviour.

Issue two – new door entry system not yet installed

You stated that you had been informed that new door entry systems would be installed to prevent antisocial behaviour taking place in the communal stairwells by non-residents.

We have spoken to the housing officer for the area who has stated that there is currently a review of the communal doors taking place and tenants will be updated in due course once the review has reached its completion.

Issue three – litter

You told us that the local area is experiencing a high amount of Litter and you were concerned that street cleaning was not happening often enough. You also asked if there

would be a possibility to have more litter bins installed in the area to discourage littering.

We have explored the feasibility of having the streets cleaned more often, unfortunately at this stage this will be remaining as it currently is. There is a thorough clean of the street every 13 weeks in the area. However we arranged for a general one off litter pick in the area to make the area cleaner.

We have also explored the possibility of increasing the number of litter bins in the area, however due to the amount of communal bins in the area it would not be possible to install further litter bins at this site. However some very kind residents have agreed to do a general litter pick in the area and have done a great job so far.

Issue four – flytipping

You informed us that there was a large amount of fly tipping in the area which is being done by residents.

To try and prevent this we have compiled a letter which has been hand delivered to every resident in the area stating informing them of the implications of fly tipping. We have made every effort to remove the fly tipping which was on the site and to further assist our efforts our contractors have added the area to their ‘hot spot list’ and will inspect the area for fly tipping on a weekly basis.

The neighbourhood officer will also monitor the situation, visiting the area once a week, ensuring any fly tipping is investigated and reported. We have also asked the Neighbourhood Wardens to visit the area and they have put it on to their patrol list.

Issue five – Leaves and other debris around the area

You told us that there was various areas around West Pottergate that had an accumulation of leaves which were slippery when wet.

We ensured that all the areas you informed us were affected by this were visited and inspected, prior to our contractors removing the leaves and other tree debris to prevent any slips.

We also cleaned the footpaths and edges of roads removing excess leaves.

Issue six – persons going through communal bins

Walkabouts for your neighbourhood



NORWICH
City Council

You told us that people were regularly going through the communal bins in the area, which was causing rubbish to fall on to the floor making the area untidy.

We spoke to the local neighbourhood officer about this issue and he is fully aware of some of the people involved and will be looking into the matter.

We explained to you at the time if this happens again to call the police and they will attend the area and deal with the issue at the time of it happening. We also explained that if this happens again to either call Norwich City Council on 0344 980 3333 or visit the website www.norwich.gov.uk, tell us about it section and report it online, our contractors will then remove the waste that has been removed from the bins.
