



Neighbourhood Area: East

Community & Neighbourhood Manager: Carol Jones

Walkabout Area: Bull Close Road area

Resident feedback

On Tuesday 28th January, council officers and councillors met with residents at the Plasterers Arms to discuss any ongoing local issues. We would like to thank everyone who took the time to talk to us.

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 told us there were vehicles parking illegally on Cowgate and Leopard Court.

Cowgate and Leopard Court are regularly patrolled by our Civil Enforcement Officers on a daily basis. Over the last year a total of 61 penalty charge notices were issued for these two streets alone.

Issue Two:

You asked for clarification over who owns the car parking area next to the city gates centre.

The Cowgate parking area (accessible between 31 Cowgate and the City Church) is owned by Norwich City Council and there are no legal parking restrictions currently in place. This means that no member of the public may be penalised for parking there, and it is also why it is not patrolled by our enforcement officers. The council expects that the space should be used for parking by local residents and visitors to the area alike, and that all users of the car park act respectfully towards other members of the public.



Norwich City Council is currently considering the future use of this parking area, as it is maintained from the housing revenue account (which is made up of our tenants rents) and we have no tenants in the immediate area of the car park. We have previously written to residents in the vicinity of the car park and will advise them of any amendments we may make to this car park before they happen.

Issue Three:

You expressed concerns over potholes outside the Plasterers Arms and unclear road markings on Steward Street, Bull Close Road and Charlton Road which you report have led to several near misses.

Our highways department advise that the potholes outside the Plasterers Arms were noted during the last routine highway inspection and a repair will be completed shortly.

With regards to the issue of unclear road markings, from a maintenance point of view the existing signage and lines are in reasonably good condition so no action is planned however this information has been passed on to our transportation department for further consideration reference design.

Issue Four:

You expressed concerns over antisocial behaviour in the communal areas of the flats that do not currently have secure entry systems.

Our property services department advise the flats in this area are currently programmed to have secure entry systems fitted in the next two financial years as detailed below.

Bull Close - 2014/15

Leopard Court - 2015/16

Cowgate - 2015/16

In the meantime all antisocial behaviour should be reported to us on our 24 hour hotline 01603 212100. However if the activity is of a criminal nature this should be reported directly to the police either on 999 for emergencies or 101 if it is a non-emergency.

Issue Five:

Residents commented on an accumulation of leaves in the communal areas to the rear of the blocks.

Our contract officer advises leaves will be cleared as part of the winter tidy works which should be completed by May.

Issue Six:

You raised concerns relating to fly-tipping, dog fouling and bags of rubbish being left on the streets in the area

If you notice further instances of fly-tipping or dog fouling in your area, residents can report problems to us via telephone: 0344 980 3333, online at www.norwich.gov.uk/tellusaboutit or by email to: info@norwich.gov.uk If you are reporting a problem please ensure you state the location as accurately as possible. If we receive a high number of complaints in one area we will aim to patrol the area more frequently with a view to issuing penalty notices where appropriate.

With regards to residents leaving bags of rubbish on the streets, this can also be reported to us for our Neighbourhood officers to carry out further investigations.

Norwich City Council recommends that residents do not put their rubbish on the highway before 6pm on the day prior to collection. It is worth noting that if your rubbish is not out for collection by 7am on the day of collection it may be missed. Please ensure that where possible you do not block access or the pavement.

Issue Seven:

You reported the boundary wall of the flats on Bull Close is in poor condition

A request has been passed to our property services team for this to be surveyed with a view to carrying out repair/renewal works as appropriate.

Issue Eight:

Questions were asked regarding noise in the streets from people leaving pubs in the area late at night.

Our environmental health officer advised that if the noise can be linked directly to a specific pub this should be reported to us to carry out further investigations.

We hope you found this report helpful.

To see the programme of when and where we will be for the next three months please visit our website 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 or by email on: info@norwich.gov.uk