



**Neighbourhood Area:** East

**Community & Neighbourhood  
Manager:** Carol Jones

**Walkabout Area:** Heathgate

## Resident feedback

On Monday 17<sup>th</sup> March council officers, councillors and the police met with residents in the Heathgate area 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 in this report and have been passed directly to the appropriate departments with requests for them to respond to the individuals involved directly.

### Summary of neighbourhood issues:

#### Issue One:

**You told us there was an issue with youth antisocial behaviour outside the shop and community centre.**

This information has been passed to the council's neighbourhood wardens and the police community support officers and additional regular patrols of the area have been requested.

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#### Issue Two:

**You raised concerns relating to dog fouling, fly tipping and bags of rubbish being left in the stairwells**

Additional no dog fouling signage and stickers have been requested and will be erected in your area by our technical team shortly. Clearance orders have been raised to clear any fly tipping identified during the walkabout.



If you notice further instances of dog fouling or fly tipping in your area, residents can report problems to us via telephone: 0344 980 3333, online at [www.norwich.gov.uk/tellusaboutit](http://www.norwich.gov.uk/tellusaboutit) or by email to: [info@norwich.gov.uk](mailto: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 for dog fouling where appropriate

With regards to residents leaving bags of rubbish in the stairwells, this can be reported to the on-site caretaker or our customer contact team who will assist in arranging a clearance.

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### **Issue Three:**

#### **You expressed concerns over a large tree with a split trunk in the wooded area between Heathgate and Mousehold Street**

I have spoken with our Arboricultural Technician who has confirmed this tree has already been identified to be felled and works should be completed by the end of August. The fallen branches from surrounding trees in this area will be cleared at the same time.

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### **Issue Four:**

#### **Residents commented on litter in the area.**

The on-site caretaker at Heathgate currently carries out litter picking whilst he carries out his daily duties. Mousehold Street is litter picked once a fortnight by the mobile premises team. Any other cases of severe littering can be reported via telephone: 0344 980 3333, online at [www.norwich.gov.uk/tellusaboutit](http://www.norwich.gov.uk/tellusaboutit) or by email to: [info@norwich.gov.uk](mailto:info@norwich.gov.uk)

Norwich City Council has a scheduled programme for cleaning the streets of Norwich. This includes mechanical street sweeping

#### **How often are the streets cleaned?**

Cleaning frequencies vary, with areas of higher footfall and main routes into the city being cleaned more often, see table below.

Please note that scheduled dates for cleaning are initially an inspection by the council's contractor. If a street is not dirty (as per [Code of Practice on Litter and Refuse 2006](#)), street cleaning will not take place.

Heathgate is currently due for inspection/cleaning every 13 weeks and Mousehold Street is scheduled in monthly. For further information please visit our website and navigate to [www.norwich.gov.uk/Environment/StreetCareAndCleansing/Pages/StreetCleaning](http://www.norwich.gov.uk/Environment/StreetCareAndCleansing/Pages/StreetCleaning)

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## **Issue Five:**

**Residents expressed some safety concerns regarding the turning circle at the top end of Heathgate, reporting that people park around both the inner and outer edges of the circle and appear to be speeding.**

Response from our transportation department is as follows.

The resources for implementing traffic management and waiting restrictions are very limited, and so we have to prioritise locations where there is a history of accidents that could be alleviated by introducing waiting restrictions. The parking issues here are largely created by the residents themselves, and there is no accident record, so we cannot justify any expenditure.

If speeds are excessive this is something that would need to be addressed by the Police, as the council has no power to enforce speed limits, However given the location, it is doubtful they will be in excess of the speed limit.

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## **Issue Six:**

**You asked for clarification of the cleaning schedule for the Heathgate blocks.**

Heathgate is in the fortunate position of having a full-time caretaker on site. Any queries regarding cleaning schedules can be raised directly with him. The caretakers contact details are on the sub-office door along with a service standards monitoring log which holds details of what duties are carried out and how regularly each one is completed.

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## **Issue Seven:**

**Residents made enquiries about the possibility of a play area/park being installed in Heathgate for small children**

Response from Parks and Open spaces is as follows:

There are currently no plans to install play equipment/park facilities in the Heathgate area. Heathgate has two parks within reasonable walking distance, One at Ketts Cave and the other at Gertrude Road. The pathway that currently connects Heathgate to Gertrude Road is scheduled for improvements works this financial year.

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## **Issue Eight:**

### **Residents queried general estate improvements in the Heathgate area**

Heathgate is currently in the process of having structural repairs carried out to the blocks. This works programme is being run by our NPS department who will be consulting residents as and when developments to the programme are finalised.

The painting programme is scheduled for your area 2015/2016.

Suggestions for railings around the garage blocks roofs and the painting of railings at the end of the turning circle have been noted by your neighbourhood housing officer and will be discussed with NPS as part of an estate aesthetics improvement plan.

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](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)