

## Resident Feedback

**Neighbourhood area:** South Team

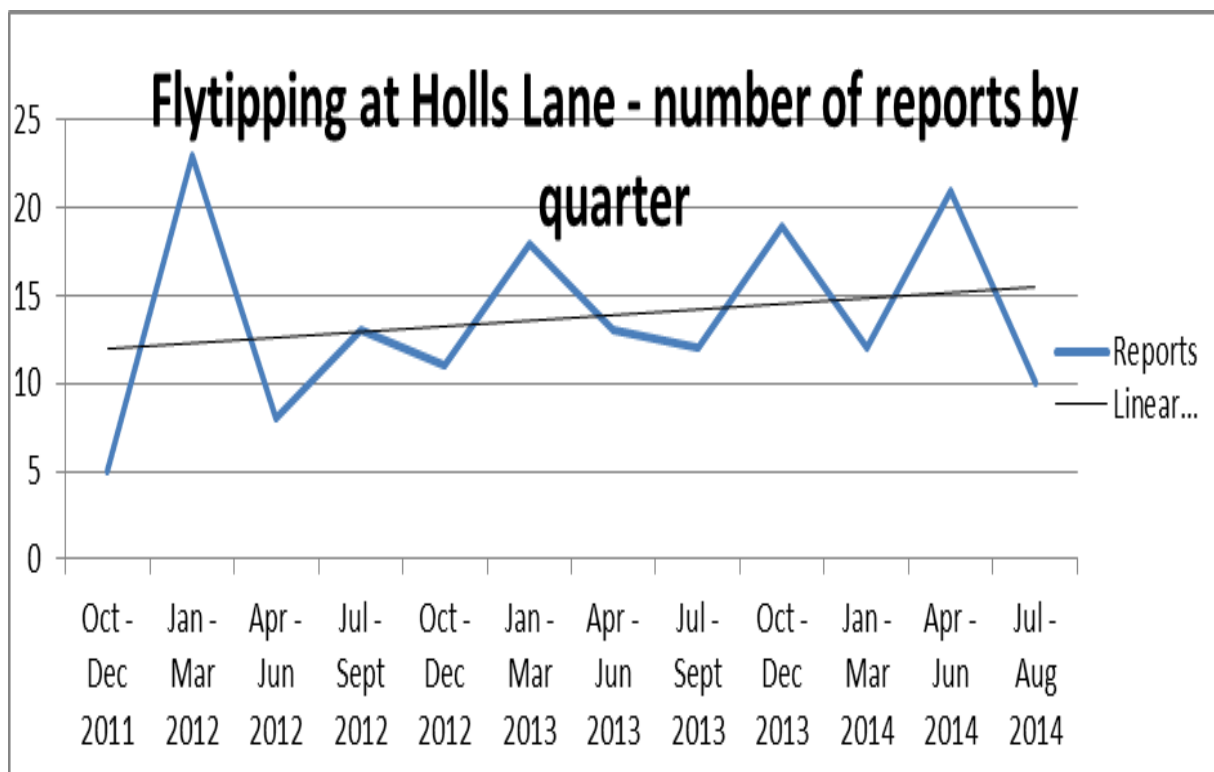
**Date:** 14<sup>th</sup> November 2014

**Communities & neighbourhood manager:** Debra Harris

**Walkabout area:** Door step chat - Holls Lane

In November council staff visited properties of residents in Holls Lane to discuss the issues of fly-tipping and to advise them of any waste and recycling questions they may have. We also advised them of the plans to have CCTV installed above the communal bin area where the fly-tipping is most prolific.

All the residents we spoke to were pleased to hear about the CCTV installation as Holls Lane has been a fly-tipping hot spot for some time. It is hoped that this will further reduce or get rid the problem in the long term.





No one wants to look out at this sort of mess from their home. Fly-tipping is the illegal dumping of waste. It creates an eyesore, and shows a lack of respect for the environment and the effect it has on others.

This doesn't only include the dumping of waste in lay-bys, but also the incorrect disposal of any waste by householders.

If the communal bin you wish to use is full then please place your rubbish in the nearest one that is not full.

## **Bulky waste collections**

Norwich City Council offers a bulky waste collection service to remove and dispose of large bulky items from your property. Items will be collected from the edge of your property, and should only include those that you would normally take with you when moving house eg furniture, mattresses, fridges and freezers.

### **Charges from 7 April 2014**

1 item	2 items	3 items	4 items	5 items	6 items	7 items	8 items	9 items	10 items
£19.30	£22.33	£25.36	£44.66	£47.69	£50.72	£70.01	£73.04	£76.07	£95.37

### **Apply for a bulky waste collection**

To arrange a bulky waste collection please contact us on 0344 980 3333.

The items to be collected must be placed on the edge of your property, nearest to the road, by 7am on the collection day.

If you live in a flat the items must be left on the ground floor, outside the building, where the collection team can easily identify them.

**Please note: bulky waste does not include household waste eg plastic sacks of rubbish from your home.**

You can also take your bulky waste to the [household waste and recycling centre](#) on Swanton Road.

For more ideas of what to do with your bulky waste see our [recycling and reuse page](#).

## **What has been done so far regarding this issue.**

- **May 2013.** Consultation with residents around waste and recycling and fly-tipping and it was identified that a new system needed to be put into place to enable efficient recycling and reduce fly-tipping
- **June 2013.** Walkabout held. Police, neighbourhood wardens (NWs) and the south neighbourhood team (NT) met with residents at the garages. They walked around the area, including Gordon Square and Goldwell Road. The residents told us that fly-tipping is a regular and ongoing problem, especially by the communal bins on Hollis Lane, of concerns around drug related antisocial behaviour and told us that drug equipment had been found in Hollis Lane Park, that dog fouling was a regular problem around the area – on footpaths, pavements and in the parks. Amongst other issues such as parking, communal area cleaning etc. Additional patrols put in place and information provided on how to report issues.
- **September 2013** Walkabout held - a door knocking exercise involving the local Tenant & Residents' association, police, NWs and South NT highlighting the issues around dog fouling and fly-tipping to residents. Areas covered: Southwell Road, Trafalgar Street, Gordon Square and Hollis Lane. Additional patrols put in place and information provided on how to report issues.
- **November 2013:** Free standing communal recycling bins installed and in use. It was noted that some improvement was evident but the fly-tipping issue continuing. Communal area inspections and tenancy visits done. Some issues identified with misuse of bins – some are being used too much and overflowing, others not enough.
- **November/ December 2013** Letter drop in the area reminding residents of how to dispose of their rubbish and that fly-tipping is an offence.
- **June 2014.** We worked with the school council at Lakenham School to highlight the issue and to get the children to design signs. These have the children's designs on which ask people not to fly-tip and tell people how to report fly-tipping.

# Walkabouts for your neighbourhood



**NORWICH**  
City Council

- **July 2014.** Bin chutes completely replaced by communal bins. The bin chutes kept getting blocked so it was hoped this would alleviate the issue.
- **September 2014.** Fly-tipping signs designed by local children designed have been made and installed October/early November.
- **September 2014.** Problem solving meeting with Police and council officers at Hollis Lane where it was agreed that installation of the mobile CCTV camera may help to resolve the issue.
- **Ongoing.** The area has been visited weekly by council staff and any fly-tipping reported for clearance. Since mid-September 2014, monitoring of the area has been done daily.

However, we need your continued support to identify the people who are fly tipping and any information leading to their identity can be reported to the council on 0344 980 3333 or by going to [www.norwich.gov.uk/tellusaboutit](http://www.norwich.gov.uk/tellusaboutit).

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There will be a total of 48 walkabouts across the city every year. These are decided locally every three months.

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

All residents are welcome to attend – we look forward to seeing you there.

**If you would like more information or have any queries, please contact:  
Neighbourhood team – south  
e: [neighs@norwich.gov.uk](mailto:neighs@norwich.gov.uk)  
t: 0344 980 3333**

**In addition to these contacts you can also tell us about any concerns, queries and requests you may have about services provided by the council by going to Do It Online on the council's home page on the website:**

[www.norwich.gov.uk/tellusaboutit](http://www.norwich.gov.uk/tellusaboutit)