



Resident Feedback

Neighbourhood Area: South Team

Date 5th August 2014

Community & Neighbourhood Manager: Debra Harris

Walkabout Area: Regina Road/ Cranworth Gardens

In July, residents together with council staff and the local Safer Neighbourhood Team were out in Regina Road/Cranworth Gardens to find out about any ongoing local issues and how they could be resolved. We spoke with a wide range of residents and would like to thank everyone who was able to give their time and take part.

Individual issues are not captured in this feedback but would have been reported and action taken as appropriate.

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 - please see below.

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 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
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

Issue one : There is a lot of fly-tipping in various locations across the estate, especially behind the sheds and on Victoria Street / Cranworth Gardens. This tends to happen overnight.

There has been a lot of fly-tipping in this area. The neighbourhood officer will continue to monitor the situation as well as door knock the area during September/October with advice on the facilities and correct procedure of disposing of bulky items.

If you see anyone fly-tipping, if possible please record the following information and let the council know:

- date, time, place
- description of people seen
- vehicle details including make, model, colour and registration
- type of waste

Residents can report all fly tipping using the following link:

<http://www.norwich.gov.uk/Forms/Pages/Fly-tipping.aspx>

Issue two : In the parking area at Regina Road, white lines demarcating spaces were put in whilst the garages were done. This was a few years ago and was apparently a temporary measure. The white lines eat into the pavement area, and come half way across the steps, and a wall was taken down when this happened. As these were meant to be a temporary measure and the garages have long been sorted, can these be removed and the pavement restored to how it was?

Any proposal to change to the current parking arrangements would require public consultation to assess the needs of residents and take account of everyone's views. However, as the land is not covered by any formal order giving the council powers to remove or ticket offending vehicles, any removal of the bays themselves would be unlikely to stop vehicles from parking in the area, as has been custom and practice for some years. Therefore, if there was a strong enough public view that these parking spaces should be removed, and supporting evidence for this decision to be made, the council would consider installing bollards in order to prevent anyone from parking there again.

Please bear in mind that removal of these spaces will likely move more vehicles onto the public highway and access roads while at the same time providing adequate access to the garages.

Issue Three: Parking issues - people with no permits are parking on Cranworth Gardens blocking access to the garages with their cars

So far this year 23 PCN's (parking control notices) have been issued on vehicles parking in Cranworth Gardens. Extra patrols of Cranworth Gardens will be scheduled by the council's Civil Enforcement Team. However, as the forecourt to the garages is not included in the Housing Car Parks Order, no enforcement action can be taken.

Issue Four. Decoration- we were told it would happen two years ago.

Since the neighbourhood walkabout took place, the council's painting contractor, Mitie, has been to Regina Road/Cranworth Gardens and completed this.

Issue five : There are rough sleepers at the corner of Brazengate behind the bench. They are also possibly using drugs here.

The outreach team have been to the corner of Brazengate on several occasions (late night and early morning sessions) but have not found anyone bedded down. Looking through our records of we have never found anyone on this location.

However, if you do see someone rough sleeping please report this to the council as and when it happens.

If you see anyone using drugs please report this to the police on 999 (if happening there and then) or 101 if you have information regarding drug related activity.

Issue six : There is still fire damage to a property in Cranworth Gardens. Is this being repaired and when?

The works should start 8th September 2014.
