

## Resident Feedback

**Neighbourhood Area:** South Team

**Date** 18<sup>th</sup> June 2014

**Community & Neighbourhood Manager:** Debra Harris

**Walkabout Area:** Gamewell Close

In June, residents together with council staff and the local Safer Neighbourhood Team were out in Gamewell Close 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](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:** [info@norwich.gov.uk](mailto:info@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)

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### **Issue one: fly tipping communal bin area**

There has been a lot of fly tipping in this area but it seems to have reduced since the larger communal bins were installed. The neighbourhood officer will continue to monitor the situation.

Residents can report all fly tipping using the following link:

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

Our waste and Recycling Team will door knock the area with advice on the facilities and correct procedure of disposing of bulky items.

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## **Issue two: fence panels being repeatedly broken to enable a “cut through” to Lakenham Way**

Neighbourhood officers are working with the police and other services to find a solution to this issue including alternative fencing to secure the area.

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## **Issue three: parking – it is difficult to park in the evenings and there is no disabled bay**

With regards to the disabled bay: because the area is not covered by a traffic regulation order any disabled bay, bay markings or double yellow lines would unfortunately be unenforceable. To make them enforceable, the council would have to make the land permit holders only and then only a limited number of people would be eligible for permits. The council is therefore very reluctant to progress with this option as we do not feel that this would address the issues experienced. Conversely we believe following this route would cause further issues to local residents. Unfortunately the issues you are experiencing are happening across the city, as the number of parking spaces cannot increase in line with the increased volume of vehicles in the city. We would recommend that alternative parking solutions were investigated, such as renting of nearby garages or parking posts. All available can be viewed at [www.norwich.gov.uk/garages](http://www.norwich.gov.uk/garages).

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## **Issue four: communal bin areas need to be swept and the weeds need to be removed.**

An order has been raised for the bin area to be swept and the weeds will be dealt with in July as the council has experienced some unforeseen delays with the weed spraying programme

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## **Issue five: A mix of communal and individual bins**

Our waste and recycling team are aware of the situation and are currently working to resolve this issue and will be writing to residents in the flats to advise of their communal bin location

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## **Issue six: flooding in the drying area**

When it rains; a large pool forms in the drying area that takes several days to disperse.

A repair order has been raised with Norse to rectify this.

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## **Issue seven : garages at Gamewell Close**

- **How soon are the garages at Gamewell going to be demolished?**

This site was due to be developed by Orwell housing association along with others this year, but unfortunately, due to an outstanding legal issue, this site has now been delayed. It is still Orwell's intention to develop the site, and we expect a start on site as soon as the legal issue has been resolved, and planning permission granted. We anticipate a start on site early next year.

- **Where will an alternative be offered?**

We will aim to offer alternative garages to those who need them within a five minute walk of Gamewell Close, off which there are currently sufficient available in the local area. The Home Ownership team will be made aware before any Notice to Quit papers are served and prior to the development going ahead and are always happy to help people who have enquiries about moving garages.

- **Will help be offered with moving items from the garages for those with mobility problems?**

The terms of each garage lease agreement specifically state that the garages are for use only as motor vehicle storage. The garages should not be used for storage of anything else and therefore no help will be given in transporting items which do not fit this description. Tenants should be made aware that they are in breach of their lease agreement in using the garages for general storage.

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