



Neighbourhood Area: North

Community & Neighbourhood Manager: Lenny Stamp

Walkabout Area: Eustace Road,
Mile Cross ward

Resident feedback

In November residents, council officers and councillors were out in the area to discuss any ongoing local issues. We would like to thank everyone who was able to come along and take part.

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... of your concerns as cyclists were still using the pedestrian side of the cut through from Bowers Avenue to Boundary Road, running between the park and their properties. You said it was dangerous and were concerned a resident would get hurt. You asked if there could be some kind of restriction, like a bollard placed on the pedestrian side to encourage cyclists to use the correct side.

The City Council's response: In our view there is adequate provision for a dedicated parallel cycle route, which has a barrier to deflect cyclists away from the footway and adequate signage.

- Cyclists are wilfully ignoring this, and this is a policing matter to enforce.
- Markings on the footway surface are unlikely to be effective and the only other possible solution is a chicane barrier at either end, these require funding to install and maintain and can cause problems with people using mobility scooters – we do not have resources for this at present.
- Nor do we have any record of injury accidents in this location to justify this expenditure.
- Regrettably for these reasons we will decline this request at the present time.

Issue Two:

You raised concerns about ... the low branches on the tree located on the grassed area near the flats on Bowers Avenue/ Eustace Rd were causing a problem, also making it difficult for the grass cutters.

The City Council's response is: This has been passed to our tree department for their consideration.

Issue Three:

You asked us ... if a bin could be installed in the area of Eustace Road and Bowers Avenue as there seem to be a lack of bins in the area.

The City Council's response is: The request has been added to the list of locations for additional bins. If another location is deemed under used there could be a possibility to re-locate.

Issue Four:

You told us ... parking is an issue in the area; residents asked what could be done to alleviate the problem.

The City Council's response is: The housing department have been made aware of your concerns and they will consider any options available.

Issue Five:

You raised concerns about ... the problems of dog fouling in the area as well as some owners clearing up after their dog/s, but discarding the bagged fouling in hedges near the cycle track /Play area on Bowers Avenue.

The City Council's response is: Extra dog fouling stickers have been placed up in the area with our enforcement officers carrying out increased patrols. They can deal with both issues in the same way, as those concerned can be issued with a fixed penalty notice of £80, which is reduced to £60 if paid in full within 10 days.

Issue Six:

You told us ... there is a lot of litter, including broken bottles and dogs mess along the alleyway from Lefroy Road to Bignold Road.

The City Council's response is: This area was checked, but had already been cleared as part of the scheduled cleaning of the area.

Issue Seven:

You told us ... The long gully near the garages, close to 269-271 Bowers Avenue, had grass/weeds growing out of it, which causes pooling of water in wet weather.

The City Council's response is: Pictures were taken and passed to Norwich property services for their action, as located on Housing land.

Issue Eight:

You advised us ...the white facias of the windows and sills get filthy from the grit off the roof. Resident used to clean them when they were more able to, and has been quoted £50 to clean by a window cleaner.

The City Council's response is: This isn't something Norwich City Council can help with. Residents could try using the Trusted Trader service and get more quotes. If there are several of them then they might be better placed to negotiate a price.

http://www.norfolk.gov.uk/Business/Trading_Standards/Trusted_Trader/index.htm

Issue Nine:

You told us...you felt the shrubs had not been maintained properly and were growing too high.

The City Council's response is: The shrubs are cut once a year back to the previous year's growth. If in the meantime they cause a problem blocking a path you can contact the council using the details at the end of this report. Interim cuts like this will just deal with the overgrowth causing a hazard, so would not include the height.

Issue Ten:

You told us ... the refuse collectors keep leaving the bins at the top of the alley on Bowers Avenue instead of returning them to the curtilage where they were collected from.

The City Council's response is: This issue has been taken up with the contractor and if there are any further problems please report so it can be followed up.

Issue Eleven:

You raised concerns about ... The fencing running alongside the path leading from Bowers Avenue to Boundary Road is badly damaged and the post rotting. Can this be repaired?

The City Council's response is: This was raised with our customer contact team and an inspection is due with an order of repair to follow.



Issue Twelve:

You told us...Bowers Avenue does not get gritted despite being on a bus route.

Norfolk County Council was able to confirm this bus route is gritted. Follow the link to see a map of all the routes. (Zoom in for Norwich)

www.norfolk.gov.uk/Travel_and_transport/Roads/Winter_roads/index.htm

Issue Thirteen:

You reported... the branches /foliage growing from some of the gardens on Bowers Avenue looked like they were causing damage to a row of Norwich city council garages, which backed onto them. You also reported this did not make the area look very tidy.

The City Council's response is: Your concerns were passed to our housing department to investigate.

Issue Fourteen:

You reported... the grit bin at the entrance of Bowers Avenue play area empties too quickly during cold weather.

The City Council's response is: Please remember to contact us using the details below if you notice the grit bin is getting low and needs refilling.

We hope you found this report helpful. The City Council's response is:

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