

Walkabout feedback

Neighbourhood Area: West

Date of walkabout
10th December 2014

Neighbourhood Officer (Norwich City Council)
Broadland HA Housing Officer

John Vaughan
Sally Price

Walkabout Area:

On the 10th December city council staff, and colleagues from Broadland Housing Association, visited homes on George Fox Way, Augustus Hare Drive, Sarah Williman Close and Hankin Court. This was so we could listen to your concerns about issues in the neighbourhood. We would like to thank everyone for their responses. We spoke to 43 households out of a total of 105 homes.

Below is a summary of the general neighbourhood issues raised. *Please note that individual or personal issues are not included in this feedback document.*

Issue one – Double hedgerow site behind George Fox Way

We asked your views about proposals to improve the double hedgerow site area located behind George Fox Way. Possible improvements could include trimming shrubs, replanting, better access, removing rubbish and preventing further fly-tipping.

Response: Thank you for your views. In general the people we spoke to were in favour of such improvements. There were comments about litter, fly-tipping and dog fouling in the area. Some concerns were expressed about improvement works damaging wild flowers on the site: The council's natural areas officer, an ecologist, will supervise all proposals.

As residents were broadly in favour, the council will work to progress the proposals over the coming months by seeking external funding. If we are able to find funds, we will contact residents again with further details later in 2015.

Issue two – Antisocial behaviour (ASB)

We were told that there are complaints of noise and other disputes between neighbours in some parts of the area.

Response: The police and city council are targeting antisocial behaviour and encourage residents to come forward to report problems – especially if they can identify perpetrators. The city council and police will take enforcement action whenever it is possible and appropriate to do so.

Please see the city council contact details above or you can get in touch with the Police on telephone 101, emergencies 999, or email: SNTNorwichWest@norfolk.pnn.police.uk

Issue Three – Speeding vehicles, especially on Wilberforce Road

Response: The police can help. You will need to report when you see any illegally used vehicles. Should the police be unable to find individuals responsible, they can consider using extra resources to target the area eg speed guns, or set up a Speed Watch scheme. They will do this depending on the number and seriousness of complaints that they received compared to other streets and the type of complaints that they receive.



You can get in touch with the Police on telephone 101, emergencies 999, or email: SNTNorwichWest@norfolk.pnn.police.uk

Issue Four – Fly-tipping, especially on the natural area

Response: You can help us to minimise this by:

- Reporting fly-tipping problem areas to the city council
- Reporting those who have committed fly-tipping to the city council – this can be done anonymously

The city council will take formal action against anyone we find fly-tipping.

Issue Five – Overgrown hedge/shrubs between Augustus Hare Drive and Wilberforce Road

Response: The site is covered in ivy. The council and Broadland HA will work together to find a long term solution such as removing the ivy and to prune some lower tree branches and undertaking replanting/ grass seeding. The extent and timing of the work will depend on the funds that are available, it is unlikely that work would commence in the near future. It is hoped that this work will also help to prolong the life of the trees.

Other issues: Litter, dog fouling, housing repairs, cars and vans inconsiderately parked

Response: These issues were reported separately by a few individuals, however, they are important. You are recommended to report these issues when they occur to the relevant authority:

Litter: Streets are swept once per quarter.

Repairs: Please get in touch with Broadland HA in person in order to report a repair (Broadland HA rented homes)

Dog problems – normally these are dealt with by the city council. Dangerous dogs that are out of control should be reported to the police.

Inconsiderate parking: Broadland HA officers have made notes of particular problems.

This may be an issue for the police if there is a hazard. For concerns regarding controlled parking zone infringements please contact the city council.

Reporting problems or concerns

Enquiries and reports can be made to the city council by phoning 0344 980 3333, by email info@norwich.gov.uk; or you can report anti-social behaviour by phoning 01603 212100 (24 hours, 7 days a week)

Enquiries and reports can be made to Broadland HA by emailing Customer Services at enq@broadlandgroup.org or by phoning 0303 303 0003 (Monday to Thursday 8am - 6pm, Friday 8am - 5pm). For out of hours emergency repairs please call 0303 303 0003 and press option 1

You can get in touch with the Police on telephone 101, emergencies 999, or email:

SNTNorwichWest@norfolk.pnn.police.uk

Regards

John Vaughan, neighbourhood officer

West Neighbourhood Team
