

Appendix A

Councillor	Date received at HDC	Date received in admin	Target Date	Service	Details	Outcome	Date response to Cllr
Cllr Chris Vince	27/07/18	27/07/18	10/08/18	Repairs & Maintenance	Please could the broken town park sign be put back.	CH82999005 – This is not the responsibility of HTS. I have spoken to Harlow Council and they have advised that they plan to get the sign put back on 02/08/18 by the Town Park volunteers.	Email sent 01/08/18
Cllr Mark Ingall	30/07/18	01/08/18	13/08/18	Cleansing & Environment – Dumped Rubbish	There is dumped rubbish in Hookfield, behind the old garage site which can be accessed along the alley by the side of number 62.	CH83155719 – All items were removed on 31/07/18.	Email sent 01/08/18
Cllr Mike Danvers	01/08/18	01/08/18	15/08/18	Repairs & Maintenance – Roofing and Carpentry	Resident advises of leaking gutters and a faulty front door.	CH83446345 – A job ticket has been raised under job reference 991647 to attend to the front door and job reference 991646 to look at the leaking front and back guttering.	Email sent 01/08/18
Cllr Bob Davis	01/08/18	01/08/18	15/08/18	Repairs & Maintenance – Carpentry	There seems to have been a forced entry between the 2 bungalows 311 and 312 Halling Hill. One of the latches need replacing and the other needs some attention or replacing. These bungalows are occupied by OAP's.	CH83488437 – A job ticket had already been raised under job reference 991455. Further comments have been added to assist the operative that attends. This has been placed on a standard priority which means we aim to attend within 20 working days.	Email sent 02/08/18
Cllr Nick Churchill	02/08/18	02/08/18	16/08/18	Repairs & Maintenance – Electrical	The landlords lighting for flat block 209 – 252 Brockles Mead is not coming on overnight – please can this be investigated.	CH83562097 – A job ticket was raised on 01/08/18 under job reference 991587, an operative attended on the same day at 12:55 p.m. and no fault was found with the lighting.	Email sent 02/08/18
Cllr Mark Ingall	27/07/18	27/07/18	10/08/18	Parks & Landscapes – Grounds Maintenance	Please attend to the brambles that are overgrowing the pavement and the alley which is blocked adj to 154 – 157.	CH82986394 – S D carried out a site inspection of this area in Hookfield. The bramble will be cut back on the summer face back round. The bushes in the alley are the responsibility of the resident at 131. Once this has been completed we are happy to tidy the alley.	Enquiry passed back to J. J 06/08/18
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Cllr Mark Ingall	30/07/18	30/07/18	13/08/18	Parks & Landscapes – Grounds Maintenance	Please attend to various issues in Hookfield.	CH83157582 – S Donnelly carried out a site inspection. The side of 48 Hookfield will be tided and sprayed. The bed on the grass area will be maintained on the winter programme which runs between October to March. The old garage site to the rear of 62 – 64 Hookfield will be cut back on the summer face back round. The hedges in the alley are the responsibility of the residents at 61 and 62 Hookfield.	Enquiry passed back to J.J 06/08/18
Cllr Waida Forman	01/08/18	01/08/18	15/08/18	Parks & Landscapes – Grounds Maintenance	Please can the bushes and shrubs be cut back by 90 Pittmans Field.	CH83482878 – S D carried out a site inspection. The bushes are the responsibility of the tenant of 90 Pittmans Field. The bushes are in the front garden.	Enquiry passed back to J.J 06/08/18
Cllr Waida Forman	01/08/18	01/08/18	15/08/18	Parks & Landscapes – Grounds Maintenance	Please attend to the various locations in Broadfields that need attention.	CH83484150 – S D out a site inspection. 97 – 102, the bushes have been cut back from the paths and are clear of the windows. The tops will be cut on the winter programme which runs between October to March. 87 – 92, the bed will be cut and tided on the winter programme. 95 – The shrubs have been cut back from the footpaths and will be topped on the winter programme. 58 – 63, the shrub will be cut away from a window and the ivy cut and poisoned within the next two weeks.	Email sent 06/08/18
Cllr Waida Forman	01/08/18	01/08/18	15/08/18	Parks & Landscapes – Grounds Maintenance	Please could the bushes and shrubs be cut near 207 Arkwrights.	CH83483148 - The shrubs will be cut back from the window by the end of the month and the remaining bushes and shrubs will be topped on the winter programme which runs between October to March.	Email sent 06/08/18
Cllr Waida Forman	01/08/18	01/08/18	15/08/18	Parks & Landscapes – Grounds Maintenance	By the shelter, please can the bushes and shrubs be cut back.	CH83483843 - Elder bush and raised planter to be tidied and cut back by the 10 Aug, all other shrubs and plants have already been done.	Email Sent 07/08/18

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Cllr Jean Clark	31/07/18	31/07/18	14/08/18	Parks & Landscapes – Trees	25 Upper Stoneyfield is a sold property and it appears that the tree may have been on the open front but there is no record to suggest that Housing would have been consulted over the removal of this tree.	CH83315014 – JT has informed me that Covenant Control at Harlow Council will advise whether a restrictive covenant was in place to prevent the removal of the tree. He has not involved with the owner.	Sent back to Harlow Council 09/08/18
Cllr Waida Forman	01/08/18	01/08/18	15/08/18	Parks & Landscapes – Trees and Grounds Maintenance	Please could the bushes and trees be attended to near 86 Parsonage Leys.	CH83483641 – The bushes have been faced back, the beds will be tided and topped on the winter programme which runs between October to March. With regards to the trees, we will reshape the apple tree outside 102, reshape the hawthorn to the side of 183 and cut back from the lamp outside 94. The tree work will be carried out within 80 working days.	Email sent 09/08/18
Cllr Chris Vince	23/07/18	23/07/18	06/08/18	Parks & Landscapes – Trees	Please inspect overhanging trees at 42 Ash Tree Field and the affected fence. Out of target due to no cover when JT is on A/L except for emergencies.	CH82484622 – JT carried out a site inspection on 09/08/18 and has advised that work will be carried out to the trees by the end of August 2018. It has also been reported that some of the fencing requires attention, therefore JT has advised that once the tree gang have carried out their work they will feedback as to what fencing work is required and a job ticket will be raised.	Email sent 10/08/18.
Cllr Simon Carter	06/08/18	06/08/18	20/08/18	Parks & Landscapes – Playgrounds	Please can the latch be repaired on the gate at the Town Park Adventure Playground and Norman Booth	CH83975258 – The playground team have inspected the gates and have advised that we do not use latches as they are finger traps. The gate at the Town Park does not close properly and it has been adjusted as far as it can be, therefore it would need to be replaced. A quote from the contractor will be sent to Harlow Council's Client Team who manage the budget and health and safety priorities in play areas. Replacement quotations will also be forwarded for Norman Booth.	Email sent 14/08/18

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Cllr Nick Churchill	11/08/18	14/08/18	24/08/18	Cleansing & Environment – Dumped Rubbish	Please could the chest of drawers be removed from the grass verge near to 405 Milwards.	CH84542664 – This item was removed on 13/08/18 at 1:50 p.m.	Email sent 14/08/18
Cllr Nick Churchill	11/08/18	14/08/18	24/08/18	Cleansing & Environment – Dumped Rubbish	There are two piles of tree branches and cuttings in the car park area to the rear of 153 Milwards.	CH84542849 – All items were removed on 13/08/18 at 1:40 p.m.	Email sent 14/08/18
Cllr Nick Churchill	11/08/18	14/08/18	24/08/18	Cleansing & Environment – Dumped Rubbish	Please could the dumped rubbish be removed from the footpath outside 304 Milwards.	CH84543351 – All items were removed on 13/08/18 at 1:40 p.m.	Email sent 14/08/18
Cllr Nick Churchill	11/08/18	14/08/18	24/08/18	Cleansing & Environment – Dumped Rubbish	Please could the dumped rubbish be removed from the footpath near 253 Milwards.	CH84543741 – All items were removed on 13/08/18 at 11:40 a.m.	Email sent 16/08/18
Cllr Nick Churchill	14/08/18	16/08/18	29/08/18	Cleansing & Environment – Dumped Rubbish	Please could the 2 single mattresses be collected from the grass outside 144 – 148 Milwards.	CH84827041 – All items were removed on 15/08/18 at 9:10 a.m.	Email sent 17/08/18
Cllr Chris Vince	15/08/18	16/08/18	30/08/18	Cleansing & Environment Dumped Rubbish	Please clear rubbish in Cannons Brook	CH84956473 – All items were removed on 16/08/18 at 13:30 p.m.	Email sent 17/08/18
Cllr Chris Vince	16/08/18	17/08/18	31/08/18	Cleansing & Environment Dumped Rubbish	Please clear rubbish near to Morley Grove	CH85025066 – All items were removed on 16/08/18 at 2:00 p.m.	Email sent 17/08/18
Cllr Mark Ingram	15/08/18	15/08/18	30/08/18	Repairs & Maintenance - Guttering	Please clear guttering and check cracks in common room walls	CH84939972 – Job ticket raised – 903782. Email sent to HPS regarding crack in walls.	Email sent 20/08/18

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Cllr Bob Davies	16/08/18	16/08/18	31/08/18	Repairs & Maintenance - Guttering	Please clear guttering and check cracks in wall.	CH85022473 – Job ticket raised – 903785, email sent to HPS regarding survey inspection	Email sent 20/08/18
Cllr Nick Churchill	16/08/18	16/08/18	31/008/18	Repairs & Maintenance – Garage	Repair void garage door.	CH85007878 – Job ticket raised - 903784	Email Sent 20/08/18
Cllr Mark Ingall	15/08/18	15/08/18	30/08/18	Parks & Landscapes – Trees and Grounds Maintenance	Please cut back bushes along pathway	CH84945478 – Job completed 20 August 2018	Email Sent 21/08/18
Cllr Mark Ingall	15/08/18	15/08/18	30/08/18	Parks & Landscapes – Trees and Grounds Maintenance	Please cut back brambles and remove weeds	CH84944334 – Work completed 20 August 2018	Email sent 21/08/18
Cllr Chris Vince	16/08/18	16/08/18	31/08/18	Cleansing & Environment Graffiti	Please remove graffiti – and bag of waste	CH85024121 – All works completed – 20/08/18	Email 21/08/18
Cllr Simon Carter	16/08/18	21/08/18	31/08/18	Cleansing & Environment Dumped Rubbish	Please clear rubbish near to lamp column 8774/3 in Fenton Grange	CH85071253 – Litter was removed on 21/08/18	Email sent 22/08/2018
Cllr Mark Ingall	30/07/18	15/08/18	13/08/18	Parks & Landscapes – Grounds Maintenance	The flower beds in front of 160 Hookfield and the bushes in the garage area between 160 and 110 require cutting back and clearing	CH83156609 – The bushes/shrubbery were cut back, and the area was cleared on 22 August 2018	Email sent 23/08/2018 Out of target as received late from HDC

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Cllr Mark Ingall	15/08/18	15/08/18	30/08/18	Repairs & Maintenance – Carpentry	Floor fitted in bathroom at 39 Manor Hatch Close needs new sealant. Also, would it be possible for either a walk-in bath or sit-down shower.	CH84944632 – An operative attended on 17/08/18 and found that some of the flooring in the bathroom has not been laid flush to the walls. As a temporary measure we have been advised that he has resealed around the edges of the flooring. The resident has also been informed to Contact ECC Occupational Therapy Department with regards to being assessed.	Emails sent 24/08/18
Cllr Maggie Hulcoop	16/08/18	16/08/18	31/08/18	Parks & Landscapes – Grounds Maintenance	The back fences at 333 Carters Mead are being pushed back by large bushes of brambles leaning against them.	CH85068257 – The brambles will be cut back by the end of August 2018.	Email sent 22/08/18