

Report of		Title:	
Shakeel Khan		Performance & Quality	
Name of Meeting:	Date of Meeting:	Agenda item:	Reporting Period
Shareholder Sub Committee	December 2018	Members' Enquiries	Information

*'Proudly Serving Harlow'*

## 1. Members' enquiries

This report provides a summary of Members' Enquiries and their outcome during the month. HTS received **20** requests from members in September 2018. These enquiries are reviewed daily, and the Customer Service Team have been tasked with advising members of all completions by e-mail within a 10-working day period if passed to other departments and one working day for general enquires.

All members' enquiries were completed within allocated response timescale.

*Red Text indicates enquiry exceeding target response time of 10 working days where applicable.*

Councillor	Date Received at HDC	Date Received in Admin	Target Date	Service	Details	Outcome	Date response to Cllr
Cllr Waida Forman	29/08/2018	29/08/2018	12/09/2018	Parks & Landscapes – Trees	There is a tree at the Leah Manning Centre by the front car park which is dangerous – it is dead and leaning.	CH86336087 – J.T Arboricultural Services Manager hopes to remove the tree by the end of September 2018.	Email sent 03/09/18
Cllr Chris Vince	30/08/2018	30/08/2018	13/09/2018	Parks & Landscapes – Grounds Maintenance	Please could some of the fly tipping / dumping of green waste be removed from Morley Grove.	CH86413367 – P & L have advised that we will clear what arising we can through the areas with ivy all over will have to be left as it is tangled together. This should improve the appearance and clear some of the areas where residents have obviously been dumping.	Email sent 04/09/18
Cllr Michael Garnett	30/08/2018	30/08/2018	13/09/2018	Cleansing & Environment – Street Cleaning	Please could the excrement by COHO's waste bin in Old Road be cleared up.	CH86424258 – Following a conversation between Councillor Garnett and one of our operatives this area was cleared on 03/09/18.	Email sent 04/09/18
Cllr Chris Vince	30/08/2018	30/08/2018	13/09/2018	Parks & Landscapes – Grounds Maintenance	Alleyway between 13 and 14 The Hornbeams needs attention.	CH86419705 – The brambles have been cut back and we hope that the alley will be attended to by the end of the week. The overgrowth is from the resident's garden and an email has been sent to the housing officer to contact them.	Email sent 05/09/18
Cllr Chris Vince	30/08/2018	30/08/2018	13/09/2018	Repairs & Maintenance – Wet Trades	At Hester House park there is a spike in the ground where a bin was, and an inappropriate word has been burnt into the bench next to it.	CH86412113 – The writing has been planned off of the wooden bench and we have also cut off the metal spike from where the bin was located.	Email sent 06/09/18

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Cllr Jean Clark	30/08/2018	30/08/2018	13/09/2018	Repairs & Maintenance – Heating	3 Blackmores – Resident was advised that we would attend on 28/08/19 but no one has attended and there has been no communication either. Please advise as to what is happening.	CH86423838 – The operative did not attend on 28/08/18 due to an administration error. We apologised for this and the lack of communication. An appointment has been made to attend on 12/09/18 and a letter of confirmation will be sent.	Email sent 06/09/18
Cllr Nick Churchill	03/09/2018	04/09/2018	17/09/2018	Cleansing & Environment – Dumped Rubbish	There is a dumped wendy house at the bottom of the stairs leading to 252 Brockles Mead.	CH86832523 – This item was removed on 03/09/18	Email sent 04/09/18
Cllr Chris Vince	06/09/2018	07/09/2018	20/09/2018	Cleansing & Environment – Dumped Rubbish	Please could the bath outside 55 The Hornbeams be collected.	CH87231854 – The bath was collected on 06/09/18 at 2:45 p.m.	Email sent 10/09/18
Cllr Chris Vince	06/09/2018	07/09/2018	20/09/2018	Cleansing & Environment – Dumped Rubbish	Down by the playground behind 220 – 230 Rivermill there is a lot of fly tipping, please could this be cleared.	CH87229887 – All items were cleared on 04/09/18 at 10:25 a.m. on another job ticket that had been reported previously.	Email sent 10/09/18
Cllr Eugenie Harvey	29/08/2018	29/08/2018	12/09/2018	Parks & Landscapes - Trees	Please could you inspect the trees as per attached photos and email at the Leah Manning Centre.	CH86348923 - I have been advised that these trees were pruned on 08/08/18 and I trust that this has been carried out to your satisfaction.	Email sent 12/09/18

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Cllr Simon Carter	07/09/2018	07/09/2018	21/09/2018	Parks & Landscapes - Grounds Maintenance	Please advise as to the extent of the landscaping responsibilities for HTS at The Lawns - as per photo	CH87406466 - This area appears to be an outdated feature as the steps do not lead anywhere and there is no path. We can tidy the area on the winter programme which runs between October to March, and the beds will receive a visit once a year to carry out pruning and weeding.	Email sent 13/09/18
Cllr Waida Forman	13/09/2018	14/09/2018	27/09/2018	Cleansing & Environment - Dumped Rubbish	Please could the dumped rubbish be cleared which is in The Hides car park behind the college.	CH88057772 - All items were removed on 14/09/18 at 10:50 a.m.	Email sent 17/09/18
Cllr Michael Hardware	13/09/2018	13/09/2018	27/09/2018	Cleansing & Environment - Litter	Please could Fern Hill Lane have a litter pick carried out.	CH88075874 - Fern Hill Lane was litter picked by 'The Wave' team on 13/09/18, this was previously carried out by the team on 01/08/18.	Email sent 17/09/18
Cllr Waida Forman	13/09/2018	13/09/2018	27/09/2018	Cleansing & Environment - Litter	Please could the green waste and litter be cleared from in front of block 60 Broadfields.	CH88058527 - This was completed on 14/09/18 at 10:30 a.m.	Email sent 17/09/18
Cllr Maggie Hulcoop	13/09/2018	13/09/2018	27/09/2018	Parks & Landscapes - Trees	Please could the large tree at the side of Potter Street Baptist Church Hall be crowned.	CH88056342 - I have been advised by Joshua Tinker, Arboricultural Services Manager that this tree is owned by the church. If they would like us to, we can provide a quote for pruning if required.	Email sent 17/09/18

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Cllr Michael Hardware	13/09/2018	17/09/2018	27/09/2018	Cleansing & Environment - Dumped Rubbish	Please could the rubbish that has been dumped by Great Parndon Library recycling point be cleared. Can we also come up with ideas of how we can solve this situation as this keep happening - perhaps a letter to residents?	CH88045254 - All items were removed on 13/09/18. This has now been passed to Janet Jackson at Harlow Council to liaise with the relevant departments.	Email sent to Janet Jackson 17/09/18
Cllr Chris Vince	19/09/2018	19/09/2018	03/10/2018	Parks & Landscapes - Grounds Maintenance	Please could the hedge to the side of 42 Rectory Wood but attended to as it is very overgrown.	CH88724392 - This work will be carried out on our winter maintenance programme which commences in October and runs through to March 2019.	Email sent 24/09/18
Cllr Chris Vince	18/09/2018	24/09/2018	02/10/2018	Cleansing & Environment - Dumped Rubbish	Following a clean-up there is lots of rubbish exposed in the Rivermill area.	CH88592294 - This area was cleared on 21/09/18 at 12:10 p.m.	Email sent 24/09/18
Cllr Maggie Hulcoop	14/09/2018	14/09/2018	21/09/2018	Cleansing & Environment - Building Cleaning	Block 117 - 121a Carters Mead. Resident is concerned about the cleanliness of the block.	CH88163540 - Two inspections were carried out and the area was to the cleaning standards required. The area will be monitored.	Email sent 25/09/18

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Cllr Chris Vince	14/09/2018	14/09/2018	28/09/2018	Parks & Landscapes - Grounds Maintenance	Bushes in the alley behind 125 Ladysnot require attention.	CH88167460 - The area is on programmed winter flail work and will be carried out between October 2018 - March 2019. However, we will cut back the obstruction to the footway sooner than this and this work has been passed to the team leader concerned.	Email sent 25/09/18