

APPENDIX 2 -COUNCILLOR SURGERY ISSUES AND OUTCOMES FOR 1ST QUARTER 2016

Issue Raised	Action Update
Request for a dropped kerb at their home to assist access for their disabled daughter. The house across the road has a dropped kerb and the resident is willing to pay for it. They applied for this back in September but have not had a response.	The triangle of land at the front of the house is in NHH ownership however the road and footpath is adopted by HCC. The dropped kerb would have to be constructed to HCC standards and this is not something NHH would pay for. Also as the land is considered to be amenity space generally we would not consent for an access to be constructed across it. If it was agreed the owners of 27 Newman Avenue would also need an access licence from the Neighbourhood Officer to cross our land. Additionally they would need to construct a hard standing on their front garden which would require former landlord's consent from our Homeownership team. I have liaised this to Michaela who will investigate further.
Litter issue on Baldock Road from McDonalds down	Royston CO has logged the litter problem with staff at McDonalds and issue is being addressed. CO has also fed back to complainant who is happy with the response
Bus Service in Barkway –bus does not come down to end of the village – long way to walk for the elderly. Can the bus come down to the other end of the village?	HCC Officer has spoken with the resident. Resident was not aware that their end of the village was served by the 27, which runs on Wednesdays only to and from Royston. HCC Officer was able to explain that the bus changes to route 24 giving a link to the Tesco store (and back again in the afternoon) which would mean she'd be able to use it to do the main weekly shop and not have to carry bags back from the other end of the village.
Litter on North Road, Serby Avenue and Burns Road and particularly in the bushes by Tesco's – Also complaint about the amount of rubbish left when bins are emptied on Monday by Veolia	Tesco have informed me that they have a team who will be tidying up the outside area of Tesco including the hedging etc week commencing 29 th Feb and that it is done on a regular basis. The Waste Contracts Manager has logged the issue with Veolia and asked for a response. The waste officer for Royston will also observe the refuse/recycling crews in the coming weeks to ascertain whether there is a problem that needs addressing. The resident who raised the issue is happy with the work carried out by Tesco and the area is much tidier and is happy that I followed up the query
Garden Close – series of recent burglaries which	Issue was logged on 23 rd February and the Royston CO will continue to check for progress. Heard

<p>have been linked to the fact that street lights are out following utility works and have not yet been repaired</p>	<p>back from Highways on 23rd Feb that the issue is now resolved.</p>
<p>Parking issue on Garden Lane off the Warren – cars parking which are blocking the footpath. Also lamppost outside is obstructing the driveway and makes it difficult for cars to get out of driveway</p>	<p>The parking issue will be assessed via the Parking Review. In terms of the lamp-post this is in the correct position. Previously the garden of the house was changed to accommodate a further car. Highways can move the lamp column but at a cost of £1700 plus vat to the resident. Residents have been advised of this.</p>
<p>A number of issued raised about the area of London Road from Shrubbery Grove down to the Warren. Complainant spoke about excessive litter, the need for leaves to be cleared from the pathways and of overgrown shrubbery which is spreading to the footpaths. The issue of litter has been noted from Reed down the A10 to Royston.</p>	<p>NHDC Waste Contracts Manager I has spoken to resident and assured him of our best intentions to tidy up the area. The issue has been passed to Veolia to log the street cleansing elements and action the appropriate response.</p>