

HITCHIN AREA COMMITTEE

3 June 2008

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PART 1 – PUBLIC DOCUMENT

AGENDA ITEM No.

A.1

TITLE OF REPORT: HITCHIN COMMUNITY SURGERY – 5 APRIL 2008

REPORT OF THE HEAD OF LEGAL AND DEMOCRATIC SERVICES

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PART 1 – PUBLIC DOCUMENT

AGENDA ITEM No.

A.2

TITLE OF REPORT: HITCHIN COMMUNITY SURGERY – 3 MAY 2008

REPORT OF THE HEAD OF LEGAL AND DEMOCRATIC SERVICES

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**TITLE OF REPORT: HITCHIN COMMUNITY SURGERY – 5 APRIL 2008
INFORMATION NOTE****REPORT OF THE HEAD OF LEGAL AND DEMOCRATIC SERVICES**

District Councillors: Deepak Sangha and Lawrence Oliver were in attendance assisted by Janette Smythe as Support Officer.

Two Hitchin residents attended the Surgery with 2 enquiries. These enquiries were passed to the Customer Services Centre for processing. The Customer Services Manager is requested to copy to Ward Councillors the responses sent to the surgery visitor.

ENQUIRY

- Complaint about motor vehicles parked on footways in Radcliffe Road, Bearton Road, Verulum Road, and Whinbush Road, especially outside Master Care Centre on corner of Bancroft and Fishponds Road. Parking is also on dropped kerbs and double yellow lines. The complainant assists with people with disabilities in wheelchairs and it is impossible to use the footway because of the motor vehicles;
- Rubbish collection in Tilehouse Street. Wheelie bins left on the footway are tipped over by persons unknown and contents are scattered all over the footway. Elderly residents in Wratten Road East are unable to use the footway as are mothers pushing buggys and wheelchairs.

**TITLE OF REPORT: HITCHIN COMMUNITY SURGERY – 3 MAY 2008
INFORMATION NOTE****REPORT OF THE HEAD OF LEGAL AND DEMOCRATIC SERVICES**

District Councillors: A. Ashley, J. Billing, D. Billing, P. Clark and R. Shakespeare - Smith were and County Councillor D. Ashley in attendance assisted by Susanne Gow as Support Officer.

Ten Hitchin residents and one Baldock resident attended the Surgery with **12** enquiries. These enquiries were passed to the Customer Services Centre for processing. The Customer Services Manager is requested to copy to Ward Councillors the responses sent to the surgery visitor.

Note: Several visitors to the surgery had their complaints/enquiries handled by the Councillors and no further action noted on the surgery form.

ENQUIRY

- Protest against the fortnightly waste and recycle collection, plastic bring banks are overflowing, carbon footprint and petrol use increased by not having a plastic kerbside collection;
- Complaint about the rubbish at takeaway places and especially in Florence Street;
- Complaint about commuter parking all day in Cemetery Road, blocking traffic flow;
- Complaint about large increase in commercial traffic through Hitchin, especially large lorries, request for a restricted delivery time e.g. 0700 to 0900;
- Recycling material left all over Passingham and Riddy Close;
- Highway repairs throughout Hitchin do not last long;
- Complaint about footway repairs in Dugdale Court, Moss Way (garages) – very poor standard;
- Bins often missed in Moss Way and collection time labels do not stay 'stuck on';
- Dangerous Eucalyptus tree in Newtons Way, grown into telegraph wires and reduces light into 23 Newtons Way;
- Potholes not repaired properly in Fishponds Road near roundabout;
- Complaint against clamping of delivery vehicles on private land;
- Complaint that on the day of issue of new bus permits the service provider reduced by 50 per cent the Baldock to Hitchin no. 92 and 94 service.