

Service area	Type	Type of comp	Case Details (extract from CSC reports)
Street lights	Delay in repair	Ringway - operational	Three weeks ago I informed street lighting that two consecutively placed street lamps on the footpath leading from Grangefields to Roman Road were not working. I received a jargon-laden copy of a contractors form stating that they would be repaired in 7-10 days. Although these lamps have existed for TEN years they are not identifiable by numbers. The lamps are on the most dangerous and darkest part of the path between the red-brick road part of Grangefields and the Childrens Play Area on the Masterfield.. Can these be repaired before next summer ?
Street scene	Not regularly cleaned	Ringway - operational	There has been no improvement on cleaning the path that leads from the post office car park to Dairy close. The path always has rubbish (fast food coantainers tin cans etc) and dog muck and never seems to have a regular clean. There is also a small parcel of land to left as you are walking to Dairy close opposite numbers 22 and 23 which no one seems to clean up .
Street scene	Poor sweeping by ringway	Ringway - operational	Road sweeper shot up road this morning making no effort to actually sweep the road properly. He went straight up and straight back avoiding the edges of the road and the curves in the road and turned on her neighbours driveway leaving tyre tracks on the driveway.
Street scene	Not cleaned often enough	Ringway - operational	Mrs X has called as she would like to make a complaint against amey mouchel and their contractors ringway. She has been in contact with an employee who has said many times that the A5 mainly between edgebold and Preston roundabout will be cleared of the large quantity of litter on the road side. As nothing has been done she felt that making a complaint through Shropshire Council would be best.
Street scene	Grass cutting poor standard	Ringway - operational	Customer making 'an official complaint' this year about grass verges that were cut in his area yesterday. 'I've never seen such a mess in all my life.' He wanted to make a point that in his area 'we get no pavements, no lights, no drainage from you guys, just the grass cutting' and that 'it was not even cut in some places' just 'skimmed' about 1-2ft high still. It's 'not their usual standard' and he called it 'disgusting'.

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Street scene	Grass cuttings blown in customers eyes	Ringway - operational	<p>Today, 2nd July 2014 at about 12pm, the customer was walking at Frankwell Island in Shrewsbury. 2 council / contractors had been cutting the grass opposite the Bucks Head PH and were using leaf blowers to clear all the grass clippings, leaves and debris. The customer was walking towards them and could only avoid the blowers by walking in the road, which was very busy. They did not stop what they were doing or redirect the blowers and she was covered in dust and debris and her eyes were full of dust, even though she was wearing glasses. Ironically the workers were wearing protective overalls and goggles. She finds this unacceptable as they should have shown more consideration.</p>
Street scene	Grass not cut often enough	Ringway - operational	<p>I wish to complain about the lack of grass cutting that takes place by Shropshire Council specifically in Aspen Grange. A large rectangular communal section of grass adjacent my property very rarely gets cut compared to the rest of the village). The area is often left unattended (as is now) for long periods of time. When finally attended too huge lumps of grass are left leaving a total mess, unusable for all. I am aware of cutbacks in services but this is totally unacceptable. Could you please explain to me why AG appears forgotten and why when actually cut it's left in such a mess (mounds of cut grass and long strands which have not been cut correctly) I look forward to your response</p>

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Street scene	Pavements and gutters in poor state	Ringway - operational	Email dated wednesday 13/08/2014: Issue report done to highways and street scene. I wish to make the strongest possible complaint about the state of the Pavements and Gutters in the village of Dorrington. The general state of the village is very poor with overgrown hedges and verges. The seat in the centre of the village opposite the Hairdressers on A49 is unusable as it is overgrown with weeds. There are weeds growing in the pavements both on A49 and Church Road also weeds in the gutters stopping the flow of water to the drains when it rains. There is debris surrounding the telephone kiosk on the A49 near the village shop. There is soil on the pavement by The Old Hall Restaurant . All pavements and gutters in the village need checking. The entrance to the village is a disgrace with the verges and hedgerows covered with litter which has been thrown out of cars.Drains in the village need roding before we have bad weather in the Autumn. The surface of pavements on A49 and in Church Road need resurfacing as they are dangerous. I am utterly amazed that local Councillors don't notice or seem to care about Dorrington Village.Please treat this complaint with some urgency. Thank you.
Street scene	Verge not mowed	Ringway - operational	VERGES OPPOSITE CUSTOMER PROPERTY ARE NOT CUT - OTHER PARTS OF THE LANE ARE AND FEELS THAT DESPITE PAYING THE SAME RATES AS HIS NEIGHBOURS HE IS GETTING POORER SERVICES CUSTOMER RAISED THIS ISSUE LAST YEAR BUT RECEIVED NO RESPONSE, HE HAS RAISED AGAIN THIS YEAR AND STILL RECEIVED NO RESPONSE.
Highways	Surface dressing - tar & stones stuck to vehicle	Ringway - operational	Customer would like to complain about the way the A41 near Shifnal has been resurfaced. The signage and traffic control has been well run it is the cheap way than the work has been undertaken is what is concerning him. The chippings are being carried for 5 miles past the works, the large wheels on the construction trucks don't have tread so are carrying the chippings so far.
Highways	Surface dressing - tar & stones stuck to vehicle	Ringway - operational	Damage to car tyres and brake discs caused by having to drive over surface dressing works being carried out on the B4176 from rudge heath and the claverley turn off after the woodman inn.

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Highways	Surface dressing - flying stones	Ringway - operational	Regarding surface dressing taking place on the A442 during 15.07.13, I had slowed down to less than 20mph well before the work, this was at a point where cars coming in the other direction had left the surface dressing area and were starting to accelerate over the loose stones that had been moved forwards up the road by the traffic. I had my window down due to the outside temp being 30 degrees as cars past me loose stones were being flicked up. My car was showered with stones several hit the windscreen and also entered my side open window one of which hit me in the eye causing me to lose my vision I had to brake and stop my car.
Highways	Lining work spoiled fence	Ringway - operational	Tregarthen Lane, SY10 8LF works being done on the road "by the council" sprayed fluorescent numbering on customer's fence. Customer will be reporting to the police criminal damage.
Highways	Delay in attendance	Ringway - operational	On Saturday the 23rd. of November at 20:35, Telford Police rang to report an accident in Shifnal, Outside New House Farm TF11 8JH. Road needed to be cleared from oil spillage. Inspector rang again at 21:50 and then a 3rd. time as Highways didn't turn up, final call at 23:15. Complaint reported by Shrewsbury Police Officer
Highways	Emptied gully cleaner on path	Ringway - operational	Drains have been cleared today (27/1/14) and when the gully cleaner had emptied the drains he spilt the contents on the road and the footpath outside numbers 3 & 4 Haresfield, Shrewsbury and the entrance to the woods.

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Highways	Discourteous staff	Ringway - operational	There have been issues between the Ringways crew doing the work and the customer - on either 24th or 25th of March 2014 at least 2 of the team were rude to the customer's wife and refused to give her access to her drive. The team have closed the road for the duration of the works being done. They're using old signs which are misleading, including Road Closed signs and these signs were put on both entrances to the road so no access was available. No diversion signs were used. Today - the roller was parked on the customer's drive without authorisation to be on the customer's property. No access is being given to the road. There has been no notification of when the team will be there to do the works so the customer has not been able to plan for these works and for the problems with access to the road. The manner, demeanour and standard of service that the customer has received from each of the crew has been very poor.
Highways	Gully emptier emptied on private land	Ringway - operational	I am extremely unhappy that the contractors who recently emptied gullies in our area smashed fencing around a gully leaving it on the ground and the adjacent grazing field open to the road. They then emptied the gully contents through the hedge opposite into my organic land. I have photos and will send them via twitter if necessary. : Roadside gully on Mill Lane, Kemberton
Highways	Swearing workers	Ringway - operational	Customer has called today to say that today the highways team are re doing the pavement and all she has heard this morning is the team swearing. They have been swearing since 8 this morning and woke customer up and she is not impressed they are doing this out in the open when there are children around. Customer would like something to be done and she would like a call back so please call her back. Thanks Customer has also said that they are not doing much work they have just been sat in the van for the past half hour.
Highways	Gully emptier emptier left a mess	Ringway - operational	Customer is unhappy the the gully on the highway outside his property was cleared today (13/08/14) and all the muck, stones, grit, cigarette butts, rain water has covered the front of his period black & white property. Customer is very unhappy with this.

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Highways	Inconvenience caused during resurfacing	Ringway - operational	Nearly 4 weeks ago customer contacted SC re tarmacing and damage to car at Button Oak. Customer has not heard anything since even though two weeks ago they chased the issue raised originally.