

COMMENTS, QUESTIONS AND SUGGESTIONS from 25 January 2011 meeting**Albrighton Area Local Joint Committee**

Ref	Comments/Questions/Suggestions	Response From	Response/Action
1	Shropshire Council's refuse service was congratulated for continuing to provide the refuse collection service during the recent severe weather. Agreed to write to the service to pass on these comments.	Mike Morris	I have notified the Corporate Director and his team and they were very pleased to receive such encouraging feedback.
2	A request was made that the relevant telecoms providers be requested to tidy up the telecoms boxes located in various places in Albrighton due to their poor state of repair.		
3	Concern was expressed at the time taken for repairs to be carried out on central heating systems in council properties. Tenants had been without heat for up to 2 weeks during the cold spell. Agreed that an officer from this service be requested to attend the next meeting.	Janet Graham, Group Manager Care & Wellbeing	With regards concerns raised about delays in repairing central systems during the cold spell prior to Christmas, the cold weather and heavy snow during December 2010 did have an impact on the delivery of our service. We had over 500 heating failures in this period. All properties were provided with temporary heating, and we hired additional 4X4 vehicles to ensure that we could get through the heavy snow to provide this temporary heating. Due to the numbers of failures we did have to prioritise the completion of repairs to breakdowns with homes with older tenants and families with young children being addressed first. We are not aware of any properties that were without heating for over two weeks and would be grateful if details of the property could be provided so that we can investigate this case (please forward to Angela Douglas, Asset Manager whose direct telephone number is 01743 253948 or email angela.douglas@shropshire.gov.uk)

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			We have carried out a full review of the events over the period of bad weather and identified issues that we are now addressing including a programme to replace existing condensate pipes that froze during the cold weather, and on going replacement and upgrading of older heating systems in our housing stock. We also are continuing to improve the management and maintenance of the heating systems to prevent the breakdowns in the first instance.
4	Concern was also expressed that under the choice based lettings system Council properties were being let to people from outside the area whilst local residents were being overlooked. Agreed that an officer from this service be requested to attend the next meeting.	Janet Graham, Group Manager Care & Wellbeing	Viv Marriott (Housing Services) has been invited to attend the meeting on 18 May 2011.
5	With regard to the skateboard park, concern was expressed regarding the cracks that had appeared in the concrete. Agreed that Martin Stephens be asked to investigate on this and report back to a future meeting.	Martin Stephens	The sign is up, the new bin should be installed w/c 21 Feb. The contractors have visited and found 3 small cracks (caused by normal usage) which have been repaired. The contractors report confirmed that none of the cracks showed any signs of differential movement, so there is no structural failure or hazard to purpose of use. We are holding back a small sum of money (£2-300) to pay for a laurel hedge, which together with LJC funds, should be enough to do a decent job.
6	Concern was expressed about the lack of progress on the issue around additional parking in Albrighton. The Chairman explained that the Council does not have a budget available to carry out work on this project in the current climate and agreed that Highways be asked to reconsider their previous decision	Helen Howie	The Chairman will provide a verbal update at the meeting on 18 May 2011.
7	A resident reminded the meeting that in March 2010 he had asked that foliage that had grown over street lights in Cross Road be removed. He said that the	Jason Hughes Principal Traffic Signals & Street	The way forward on this complaint is to contact the owners of the hedgerows giving 14 days notice to remove their foliage from the street lights, if this is not

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	foliage had not been cut back and asked that this be looked at again.	Lighting Engineer	<p>carried out Shropshire Council will undertake the works and recharge to the landowner. The landowner details have now been obtained and will be passed onto division for notice to be given.</p> <p>I have had a chat with the person who raised the issue through the LJC and explained the situation of which he was very understanding. The complainant also referred to a few other issues that need looking into including an overgrown hedge (Cross Roads into Ashgrove) and a speed limit that he feels is in an inappropriate location. I will pass that later onto the area Traffic Engineer Dated: 24.02.11</p>
8	In response to a question the Chairman said that he would find out why the village walkabout that should have taken place recently had been cancelled.		
9	Overview of the Planning System – further feedback from issues raised at the 28 September 2010 meeting		