

	A	B	C	D	E
1	Item	Date	Issue Type/Description	Actions	Action/ Outcome
2	5c	13/11/2019	Concern about the ongoing problems with flooding at Lidl.	Clerk sent letter to Lidl. No response received.	Calderdale Building Control advised Planning Officer to remind developer of responsibilities to keep site safe. Chasing email to Building Control to confirm issue rectified - 19/2 Report back that the issue looks like water draining from the hillside behind which flows down to the Mons site and then the properties. This is an issue between Lords Builders and the owners of the properties below. However, they will refer to Planning and Land Drainage Chasing email to Planning and Land Drainage - 9/3 - Letters sent to Richard Seaman and Robin Tuddenham about Lidl and the building sites at Millbank Close and Sandholme Mill - all contributing to an increase in flooding - 22/9 Response said that these developments were based on older planning permissions - Sept 2020 See continuation below
3	5c continued	see above	see above	see above	Seek update from Flood Team - 18/4
4	64	13/02/2020	Concern expressed by market Supervisor that the road on Brook St leading to the back of the market is in a very poor state of repair. This has been raised previously with Network Rail and Calderdale	Reported to Network rail and Calderdale - 13/2 Network Rail has advised that it does not belong to them - 17/2	Chasing email sent 9/3 Highways passed SR353074 to Streetworks Email sent to Highways to chase this - 31/8 Some repairs taking place as a result of the Corridor Improvement Programme. The part next to the indoor market is owned by Parking - they have been sent the report - 31/8/22 SR 403440 passed to the Area Officer for inspection - 1/9/22 Chased 1/11 Update received: The part of Brook Street that belongs to the Highways Department is being resurfaced as part of the CIP works that the Asset Team are doing along with Bridge Street, School Lane and Calder Street. to be completed by the end of 2022. The section next to the market belongs to Parking who have already been made aware of the defect. - 1/11 Chasing email sent to Highways 17/1/23 been passed to Area Office for response - 17/1/23. Chasing email sent 15/2/23 Customer First continue to chase - 1/3
5	201	24.06.2021	Request for road signage from Blackshawhead/ over the tops from Burnley, at the junction of Eastwood Road into Crossley New Road. Reported by Cllr P Taylor	Reported to Customer First - 24/6	Chasing email sent 10/5/22 New reference number 220511-000361 - 10/5 Chasing email sent 31/8 SR 220511-000361 The Road Safety Officer is dealing with this. Because of large backlog they can give no timescale when it will be dealt with - 1/9 Chased - ref: BO 398097 - 20/9/22 Street Liaison Officer confirms that a sign will be ordered but cannot confirm installation date - 20/9 Chasing email sent 17/1/23 Chasing email sent 15/2/23 Customer First continue to chase - 1/3
6	215	12/08/2021	Overgrown bush blocking access style on Lee Bottom Rd. Reported by Cllr. P Taylor	Reported to Customer First - 12/8	Response from Customer First - bush is on private land -15/8 Further email sent to clarify that the issue is one of the landowner blocking the public right of way - 15/8 Reference number 210817-000072 - 17/8/22 Raised with the Rights of Way team - August 2022 Chased 29/9 Chased 1/11 Reported that this is with Rights of Way Team who have been asked for an update - 1/11 No update received, chased 17/1/23. Chasing email sent 15/2/23
7	222	18/08/2021	Instability of houses on Halifax Rd and surrounding streets. Houses are vibrating with passing traffic and cracks are appearing in walls - raised at DC meeting 18/8	Email sent to Building Control - 9/9	Issue referred to Highways ref: 210910-000176 - 14/9 Issue raised with senior management team On 16/12. The issue is to be investigated - 16/12. Discussed with senior management team July 2022 - structural engineer will visit - August 2022 Now November 2022 for structural engineer. New Assistant Director Strategic Infrastructure requested information about this - 12/12/22. Contact information sent 22/12/22. Chasing email sent 15/2/23. Customer Services continue to chase Highways - 1/3 Assistant Director Infrastructure is investigating - 14/4
8	238	26/10/2021	Collapse of part of wall and road near Lobb Mill into the river. Reported by Cllr M Holmstedt	Visited site on 28/10 to take photos. Email sent to Steven Lee - 1/11	Steve Lee response - works are being designed and agreed with the EA - 2/11/21 Issue raised at meeting with senior CMBC officials 5 October 2022. Assistant Director said he would get report from Highways. Chased with new Assistant Director and he advised he would get update to TTC - 26/10/22 Response received that temporary works to secure this location for the winter period will commence as soon as possible. This will involve the removal of rubble and the placement of large concrete blocks. A permanent solution requiring sheet piles will then be implemented 2023 - 3/11/22 Update from Assistant Director Regeneration - Further email sent to Network Rail about graffiti also on Gauxholme Bridge - 20/1 Wall of Todmorden reported by online chat - 24/1 3-6 months before graffiti is removed - 28/2
9	246	06/12/2021	Graffiti on Great Wall of Todmorden. Reported by resident. Graffiti at Gauxholme Bridge reported by Cllr D Skelton - 20/1	Reported to manager of street cleaning - 6/12	Street Cleaning advised that this is an issue for Network Rail or the Canal and Rivers Trust - 7/12 Further email sent to Network Rail about graffiti also on Gauxholme Bridge - 20/1 Response received from Network Rail - may take
10	280	28/03/2022	Illuminated sign on Gadget Shop Halifax Rd possibly without planning permission in Conservation area	Emailed Enforcement Team - 28/3	Customer Services has chased Enforcement Team - 27/7/22 Enforcement has advised they do not have the resources to investigate currently but will do in due course - 31/8 Further photos sent on request to Enforcement Team -25/10
11	290	24/04/2022	A vehicle has damaged the bridge and the parapet is in a precarious position. CRT has visited. Reported by Cllr P Taylor	Emailed Building Control - 24/4	Bridge has been inspected and the parapet has been moved. As the bridge is owned by CRT it was stated that they will be responsible for repairing it. - 26/4 Emailed CRT for update on plans for this bridge - 17/1/23 CRT advise that they are monitoring this bridge and working collaboratively with CMBC. Works to repaint the bridge and repair the parapet are scheduled for 2024/5 -
12	314	18/07/2022	Signage and crossing spaces on Cross Stone Rd	Reported to Customer First - 18/7	Referred to Highways - 220718-000399 - 17/8 Chasing email sent 31/8 Chasing email sent 29/9. This is with the Traffic Liaison Manager for consideration - 29/9 Chasing email sent 15/2/23. Customer First are still chasing - 1/3
13					

A	B	C	D	E
321	18/08/2022	Poor condition of Stansfield Hall Rd and faded 'slow' signage. Discussed at meeting of Development Committee 20 July	Emailed Customer First - 18/8	Referred to Highways - ref: 220907-000202 - 7/9 Chased 1/11 Reported that a job has been raised to replace the signs, they will be replaced asap. - 1/11 Chasing email sent 15/3/23. Response from the Community Safety Enforcement Officer stated that no further update was available and that the issue was now passed to the Neighbourhood Officer - 23/2. Emailed Neighbourhood Officer for update - 23/2 Issue still outstanding - 1/3/23 Received email from Customer First reporting: Highways have said on the 18/01/23 This is with the Traffic team and we have forwarded your email on to her and added to Service Request 406357. Please note we receive a large volume of requests for improvements of this type each year and as with all local authorities we only have limited resources to implement improvements requested. In order to ensure that resource is allocated
322	24/08/2022	Cows on Burnley Rd and recreation ground in Portsmouth	Emailed Customer First - 24/8	Reported Chasing email sent 15/3/23 Update from Assistant Director Regeneration that a consultant will be contracted to survey the site and make recommendations. However, this issue is not a priority and
327	06/09/2022	Better signage required on Shaw Wood Bridge to state weight, width and length restrictions	Emailed Customer First - 6/9	Chased 1/11 Reported that this has been raised with Highways - Ref:221101-000161 - 1/11 Chasing email sent 15/2/23 Response received Jan 2023 - Is with the Traffic team -SR 406357. They are assessing feasibility of outstanding requests and prioritising those with merit. Once this
335	10/10/2022	Damage to road, path and drains on West St as a result of building works at Adamroyd Mill site on Victoria Rd. Reported by resident and Cllr S Martin	Emailed Environmental Health - 10/10	Reported Chasing email sent 15/3/23 Response received from Customer First that: emailed Community Safety for an update. SR is 401688 24/02/23
341	31/12/2022	Issues with campsite and canal moorings at Warland Farm. Reported by Cllr M Taylor	Emailed Enforcement Team and Neighbourhood Team	Reported to Customer First and Enforcement - 22/12/22 Chased 15 February 2023. Neighbourhood Officer advised that the issues are not covered by law (except potentially the compost toilet) and suggested increasing the screening with the residents garden may help. Emailed residents concerned - 3/3 Spoke to resident and sent her details to the Neighbourhood Officer for her attention -
343	05/01/2023	Ongoing problems with drainage in Bramsche Square, Todmorden, the road in front of the side of the building facing Bramsche Sq. Reported by Cllr the Revd G Kent at the DC	Reported online to Calderdale MBC - 5/1	Chased 1/11 Reported that this has been raised with Highways - Ref:221101-000161 - 1/11 Chasing email sent 15/2/23
344	05/01/2023	Parking meter removed from Bramsch Square over a year ago. Area looks unsightly and the distance it takes to walk to the existing meter can be problematic for people living with disability. Reported by Cllr the Revd G Kent at the DC meeting 4/1	Reported to Customer First 5/1	This has been referred to the Parking Team -5/1 Chased 15/2/23
358	12/01/2023	Blocked drain on junction of Rochdale Rd and Chapel St South in Walsden causing road and path to flood. Reported by resident and Cllr J Turner	Reported online to Calderdale MBC - 12/1 Ref: 230112-000152	Chased 15/2/23 Response was that the flooding occurs when the drains are overwhelmed during heavy rain but that the drain returns to normal afterwards - March Email sent to Cllr J Turner and resident to clarify whether the drain is still blocked - 4/4
361	24/01/2023	Rat sightings on Halifax Rd and Picthall Terrace behind. Reported by Cllr P Taylor	Reported by phone to Yorkshire Water - ref: V000882. Also reported to Environmental Health (via Customer First) 24/1	Forwarded to Community Safety team who will liaise with Environmental Health-24/1 Chased 15/2/23 Received several updates from Yorkshire Water that rat baiting has been deprioritised at the moment as the recent freezing temperatures have caused several drains to burst. They hope to visit the site within a week. - 2/4 Engineer attended and advised that rats are not coming from the drains but could be from rubbish in residents gardens or the river - 3/4
366	14/02/2023	Issues with altered crossings on Halifax Rd as part of Corridor Improvements. Reported by Cllr P Taylor	Reported to Customer First - 14/2	Referred to Highways After 1/3 DC to write to Calderdale requesting improvements and to Mayor of West Yorkshire - 6/3 Update from Assistant Director Regeneration - has been a site visit, the consultants have been asked to restate their strategy for the zebra crossing. Outcome will be one to balance the needs of all in Todmorden - 14/4
368	Debris in River Calder Weir rear old Cross Keys pub in Walsden is causing	Reported to CRT - 15/2 Job Ref: CASE:1010040	CRT are researching the ownership of the weir - 20/2	
369	Rubbish and litter in Todmorden Bus Station	Contact WYCA - The Facilities Team is outsourced.	They will do an extra clean at the station over the coming days. -23/2 Following 1/3 DC email to be sent to Metro and outsourced cleaning company to establish schedule of cleaning, when extra clean will be done and to suggest awareness	Update that awareness training suggestion is passed to Communications at Metro - 17/4 Email sent to Metro requesting details of cleaning schedule - 2/5
374	Deep potholes in road at entrance to Todmorden Railway car park. Also, glass entrance door to	Completed online complaint form - 7/3	Ref: 230307-000579 Advised to contact Northern Rail - March 2023 Reported issues to Northern Rail through online form Ref: 216877 - 3/4	
375	Logging at Bearnshaw Tower, Portsmouth creating health and safety issues	Site meeting with Tihill - 11/4		
376	Fly Tipping on Glenview St	Reported to Customer First for onward transmission to Street Cleansing and Environmental Health - 3/4	Ref:230418-000135	

A	B	C	D	E
29	381 Scruffy shop fronts and rubbish filled areas at the reverse on 6, 16 and 18 Halifax Rd	Reported to Customer First - 5/4	Asked to complete online form - 7/4 Completed online forms	
30	382 Poor road condition/pot holes at Broadgate leading from Shaw Wood Rd to Rossendale View	Reported to Customer First - 11/4	Resident estimate for car repair sent to Customer First - 18/4	
31	383 Inadequate signage on junction of Halifax Rd and Bridge St for the pedestrianised area. Also dangerous as drivers confused about	Reported to Customer First - 11/4 Second report about danger -6/5	Referred to Highways ref: - 230413-000524 - 14/4 Second reference: 230506-000058 - 6/5	
32	384 Frequent flytipping on Walton St, Cornholme	Already reported via online flytipping form. Email sent to Neighbourhood Coordinator- 19/4	Ref: 230418-000355	
33	385 Request for resident garden in Oak St	Email to Volunteer Manager 4/4	Tried to ring Volunteer Manager - left message for callback- 4/4	
34	386 Flytipping and rats on Der St/Back Der St	Online flytipping report submitted - 20/4	Ref: 230420-000333 Community Safety are aware and are getting involved to resolve the problem caused by the lack of waste facilities for the flats where the Rope and Anchor used to be - 24/4 Street Cleansing are trying to identify the	
35	390 Visibility at Lobb Mill/Halifax	Reported to Assistant Director Strategy and Regeneration - 3/5		
36	391 Motorbikes gather under viaduct near Frostholme Mill in Cornholme	Emails sent to Customer First about ASB and Neighbourhood Coordinator - 11/5	Neighbourhood Coordinator raised this at SCG Meeting earlier this month - 24/5	Community Safety - 23/04983/antiso - 25/5