

1	A	B	C	D	E
2	Item	Date Raised	Issue Type/Description	Actions	Action/ Outcome
3	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 - 19/2 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
4	5c continued	see above	see above	see above	Seek update from Flood Team - 18/4
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 Highways suggested location for sign and contacted resident who suggested different location - 12/4
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 New job raised - site will be inspected - 1/3 The farmer has now fitted barbed wire around the style and is being aggressive to walkers who try to cross the style - 3/8 Customer First has forwarded to the Rights of Way Team - 230804-000249 - 7/8
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 reponse - 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 - some temporary has been done. Permanent work now likely 2024/5 - 14/4
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 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 Further email Gauxholme Bridge and Great 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 Chasing email sent 17/1/23. Chasing email sent 15/2/23
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 - 17/1/23
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

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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 to areas in which benefit to road safety and the free flow of traffic can be achieved in line with the Highways Act 1980, we are currently assessing feasibility of outstanding requests and prioritising those with merit. Once this exercise is complete you will be advised of the outcome of your request. 1/3/23
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 there is no funding - 14/3
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 exercise is complete we will be advised of the outcome.
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 meeting 4/1	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
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 Still awaiting update from Environmental Health
368	Debris in River Calder Weir rear old Cross Keys pub in Walsden is causing flooding	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 training be done - 6/3	Update that awareness training suggestion is passed to Communications at Metro - 17/4 Email sent to Metro requesting details of cleaning schedule - 2/5 Letter sent to WYCA about condition of bus station and request for short term and long term action - 1/8
374	Deep potholes in road at entrance to Todmorden Railway car park. Also, glass entrance door to station needs replacing	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	
376	Fly Tipping on Glenview St, Cornholme	Reported to Customer First for onward transmission to Street Cleansing and Environmental Health - 3/4	Ref:230418-000135	Calderdale Council Community Safety has investigated. The owner of the property has passed away and it has not been possible to identify who to pursue the rubbish with. I suggested it be treated as fly tipping and removed: Ref: 23/05812/NUGARD- 15/6
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	

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383	Inadequate signage on junction of Halifax Rd and Bridge St for the pedestrianised area. Also dangerous as drivers confused about signage	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 Issues to be considered as part of TO Regs consultation - deadline 2/6. Response sent by Development Committee.	
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 landlord - 8/5	
390	Visibility at Lobb Mill/Halifax Rd	Reported to Assistant Director Strategy and Regeneration - 3/5		
393	Bike park being installed in Portsmouth without authorisation and gated access to Bearnshaw Tower has been padlocked to prevent walker	Reported to Customer First for ROW, Community Safety and Planning Enforcement	Response that others have reported this. Has been referred to ROW and Planning Enforcement for lead - 29/5	Response from Community Safety Team received that they are aware of the situation and that Planning Enforcement will probably lead and ROW team will be involved too - May 2023 Forwarded photos from Cllr K White to Community Safety Team - 14/6
394	Blocked gullies on School Lane, Roomfield St and Hazlewood St. Reported by Cllr P Taylor	Reported on online form - 23/5	Reported again using online form. School Lane: Ref: 230615-000126, Roomfield St: Ref: 230615-000127, Hazlewood St: Ref: 230615-000129-15/6	
396	Need for mowing of grass verges on Oak Avenue. Reported by resident/Admin Officer	Reported to manager of street cleaning - 24/5	Reported again to Customer First - 15/6	Ref:230616-000426
399	Loose flagstone outside Three Wise Monkeys at junction of Dale St and Water St	Completed online form - 15/6	Ref: 230615-000538	
400	Uneven path outside Honest John Pub on Rochdale Rd	Completed online form - 15/6	Ref: 230615-000539	

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32	402 Longterm poor condition of 16 Halifax Rd shop - reviously Heaven Above	Reported by Cllr P Taylor. Reported to Customer First - 21/6	This was reported in April also - 6/7	Letter sent to owner of shop following DC meeting 19 July - 31/7
33	403 Building activity Asher Drive	It seems that building activity is taking place without planning permission and causing significant dust issues. Email sent to Planning Enforcement, Building Control and Environmental Health - 21/6	Environmental Health due to visit site next week - 22/6	Environmental Health advised developer on issues of dust and noise. Planning Enforcement advised that there has been a planning breach but resolution will not be quick. Resident advised to contact HSE about site issues - 6/7
34	404 Speeding vehicles on Calderdale/Lancashire boundary near Portsmouth	Ongoing issue for several years. Formally reported to Highways - 4 July	Highways advise that TTC also report this to Lancashire County Council. Done - 6/7	
35	406 Spraying of bridelway with weedkiller	Reported by resident. Reported to Environmental Health - 6/7	Environmental Health suggest writing to HSE (Agricultural) - 19/7 Reported to HSE Ref: CAT-0094479 - 3/8	
36	407 Overgrown vegetation prevents resident with disability from accessing her home	Reported by resident and Cllr P Taylor. Reported to Customer First - 19/7	ref: 230720-000234	
37	410 Blocked gullies Back Der St	Reported by resident. Reported on online form 3/8	Advised that these gullies do not belong to CMBC but are privately owned. Advised to let Environmental Services know - 3/8	Advised by Cleansing that the gullies are privately owned and cannot be cleaned by Calderdale - 4/8
38	411 Blocked gully 2-2a Der St	Reported by resident. Reported on online form - 3/8	Ref: 230803-000038	Advised by Cleansing that the gullies are privately owned and cannot be cleaned by Calderdale - 4/8
39	412 Overgrown hedges near Jacks House pub causing issues for resident in mobility scooter	Reported to Customer First - 3/8	Ref: 230803-000333	
40	413 Fallen tree blocking path in Lumbotts Clough	Reported to Customer First - 7/8	Reported to Rights of Way team - Ref: 230808-000299 -8/8	
41	414 Japanese Knot weed Broadgate, Shaw Wood Rd	Reported to Customer First - 7/8	Reported to Community Safety - 8/8	
42	415 Fly Tipping on Back Der St	Reported to Customer First - 7/8	Ref: 230807-000522	Advised BY Street Cleansing that this street is not owned by Calderdale and rubbish cannot be moved - 6/8 Reported as 'Dirty Garden' via online form - 8/8
43	416 Bins not being emptied on Heather Bank Walkden	Emailed Waste Manager - 8/8		