

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 update from Flood Team - 31/8 update from Flood Team - 26/10 Seek Seek
5	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 Seek update from Customer First - 31/8. Crows have visited and recommend that on of the two existing styles are removed to make it easier to cross. Crows suggest we ask ROW team to support this - 4/9. Seek update from Customer First - 26/10
6	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 Vibration measurements are being scheduled - 31/8 Still being scheduled - 26/10
7	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
8	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 Seek update from Customer First - 31/8 Enforcement review action being started - 27/9/23
9	290	24/04/2022	A vehicle has damaged the Shaw Wood Rd 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 repoint the bridge and repair the parapet are scheduled for 2024/5 - 17/1/23
10	304	25/05/2022	Poor condition of railway bridge over Hallroyd Rd-especially graffiti. Reported at 27/4 DC meeting by Cllr the Revd G Kent	Reported on online chat with Northern Rail	Update received May 2022 stating that action would be taken by the end of the year (2022). Chased 2/11/23
11	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 update from Customer First - 31/8. update from Customer First - 26/10 Advised that this has been referred for feedback - 1/11 Traffic Engineering advised they are looking at options for signage. They have limited funds for works but if individual landowners are willing they will work with them - 1/11
12	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 meeting 10/8 No update -

A	B	C	D	E
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. Seek update from Customer First - 31/8. Seek update from Customer First - 26/10
361	24/01/2023	Rat sightings on Halifax Rd and Pichall 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. Seek update from Customer First - 31/8. Seek update from Customer First - 26/10
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	Issue regarding door and poor lighting chased with Northern Rail by email - 26/10
390	Visibility at Lobb Mill/Halifax Rd	Reported to Assistant Director Strategy and Regeneration - 3/5	A team has been sent out to investigate - 10/8	
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 update from Customer First - 31/8. Update requested from Customer First - 26/10. This will be done by the end of November 2023 - 30/10
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. PCN notice
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	Seek update from Customer First - 31/8. Update requested from Customer First - 26/10
420	Unauthorised building on land near Victoria Terrace, Eastwood	Reported to Planning Enforcement - 15/8		Seek update from Customer First - 31/8. Update requested from Customer First - 26/10
424	Condition of old wood mill opposite Bobbin Mill flats Cornholme	Letter sent to owner - 3/8	Owner reposednded that they would tidy it up - August 2023	
425	Condition of Scatcliffe hall	Letter sent to owner - 3/8	Calderdale has advised that they are aware of this issue and will be approaching landowner	
429	Waste being burned/buried in fields off Lee Bottom Rd	Email sent to Customer First - 31/8	Referred to Community Safety - 4/9	Update requested from Customer First - 26/10
432	Cross trainer in outside gym at Centre Vale Park is faulty	Email sent to Parks Department - 12/9		Update requested from Customer First - 26/10
433	Recycling waste not being collected at addresses in Lumbotts	Email sent to Waste Management - 18/9		Update requested from Customer First - 26/10

A	B	C	D	E
26 434	Rubbish dumped on a section of private garden belonging to a house on Burnley Rd near stens	Email sent to Customer First and Neighbourhood Coordinator - 20/9	Ref: 231004-000113	Update requested from Customer First - 26/10
27 435	Set of steps down to Burnley Rd. are dangerous and lead directly onto the road. They are layered with weeds and general rubbish	Email sent to Customer First and Neighbourhood Coordinator - 20/9	Ref: 231004-000067	Update requested from Customer First - 26/10
28 437	Overgrown Hawthorn hedge in front of a terrace on Burnley Rd in Cornholme. The hedge is raised up on the edge of Burnley Rd.	Email sent to Customer First and Neighbourhood Coordinator - 20/9	Ref: 231004-000152	Update requested from Customer First - 26/10
29 438	The path along Burnley Rd from Cornholme from just beyond the Staff of Life to Lydgate is blocked in various places with tree roots, branches and weeds which narrow the path down and force walkers into	Email sent to Customer First and Neighbourhood Coordinator - 20/9	Ref: 231004-000156	Update requested from Customer First - 26/10
30 439	Cars are always parked on the pavement opposite Ernest St, OL14 8JS. Would it be possible to convert the pavement into a parking area instead of a pavement?	Email sent to Customer First and Neighbourhood Coordinator - 20/9	Ref: 231004-000180	Update requested from Customer First - 26/10
31 440	Neighbour and building enforcement issue - Lumbotts	Email sent to Customer First and Neighbourhood Coordinator - 26/9	Referred to Community Safety - 5/10	Update requested from Customer First - 26/10

	A	B	C	D	E
32	441	Excess parking on Cross Lee Rd - complaint from neighbour. Reported by Cllr J Turner	Email sent to Customer First and Neighbourhood Coordinator - 9/10	Confirmation received that this issue has been referred to the parking team - 12/10	
33	443	Overhanging bushes restricting movement on road between Mark Lane and Cross Lee Rd	Email sent to Customer First = 18/10	Ref: 231019-000270- 19/10	
34	444	Chevron signs on Shaw Wood Rd need attention. One has come off the posts and the other is no longer reflective	Email to Customer First - 18/10	Ref: 231019-000064 - 19/10	
35	445	Notice on ladder style on Calderdale Way	Emailed Customer First - 24/10	Awaiting additional information from resident - 25/10	
36	447	Closure of the timber foot bridge over the River Calder at Tinside	Liaised with Cllr S Dacre and TRIG - 25/10	Issue is in hand with	Issue is in hand with Calderdale - 2/11