

5c	13/11/2019	Concern about the ongoing problems with flooding at Lidl.	Clerk sent letter to Lidl. No response received.	<p>Calderdale Building Control advised Planning Officer to remind developer of responsibilities to keep site safe.</p> <p>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</p> <p>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</p>
5c continued	see above	see above	see above	<p>Seek update from Flood Team - 18/4</p> <p>Seek update from Flood Team - 31/8</p> <p>Seek update from Flood Team - 26/10</p> <p>Seek update from Flood Team - 21/2/24</p> <p>Seek update from Flood Team 29/4/24 Update sought from Customer Care & Performance Manager</p>

215	12/08/2021	Overgrown bush blocking access style on Lee Bottom Rd. Reported by Cllr. P Taylor	Reported to Customer First - 12/8	<p>Response from Customer First - bush is on private land -15/8</p> <p>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</p> <p>Raised with the Rights of Way team - August 2022</p> <p>Chased 29/9</p> <p>Chased 1/11 Reported that this is with Rights of Way Team who have been asked for an update - 1/11</p> <p>No update received, chased 17/1/23. Chasing email sent 15/2/23</p> <p>New job raised - site will be inspected - 1/3</p> <p>The farmer has now fitted barbed wire around the style and is being aggressive to walkers who try to cross the style - 3/8</p> <p>Customer First has forwarded to the Rights of Way Team - 230804-000249 - 7/8</p> <p>Seek update from Customer First - 31/8.</p> <p>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</p>
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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	<p>Issue referred to Highways ref: 210910-000176 - 14/9</p> <p>Issue raised with senior management team On 16/12. The issue is to be investigated - 16/12.</p> <p>Discussed with senior management team July 2022 - structural engineer will visit - August 2022</p> <p>Now November 2022 for structural engineer.</p> <p>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</p> <p>Assistant Director Infrastructure is investigating - 14/4</p> <p>Vibration measurements are being scheduled - 31/8 Still being scheduled - 26/10 Checks have been booked - 21/2 Checks done - above average vibration found but not enough to cause cracks. Further monitoring and work will be done - 5/3/24</p> <p>Chased May 2024 A response was received from Calderdale - the situation will be monitored and improvements will be made where possible - June 2024</p>
238	26/10/2021	Collapse of part of wall and road near Lobb Mill into the river. Reported bt Cllr M Holmstedt	<p>Visited site on 28/10 to take photos.</p> <p>Email sent to Steven Lee - 1/11</p>	<p>Steve Lee reponse - works are being designed and agreed with the EA - 2/11/21</p> <p>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</p> <p>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.</p> <p>Permanent work now likely 2024/5 - 14/4/22. Update sought from Customer Care & Performance Manager Strategic Infrastructure -22/8/24</p>

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
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 Further damage to bridge reported 4/7/24. An officer is going to visit the bridge to assess the issue. An update sought from Customer Care & Performance Manager Strategic Infrastructure -22/8/24
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 Seek update from Customer First - 31/8. Seek 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 - 1/11/23 Chasing email sent to get update - April 2024

322	24/08/2022	Cows on Burnley Rd and recreation ground in Portsmouth	Emailed Customer First - 24/8	<p>Reported</p> <p>Chasing email sent 15/3/23</p> <p>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</p> <p>No update - meeting 10/8</p> <p>CMBC is mapping land ownership and will be writing to landowners to ask them to maintain fences - 5/3/24</p> <p>Advised by Customer Care & Performance Manager Strategic Infrastructure that once letters explaining landowner responsibility is received, any problems will be dealt with through enforcement - 22/8/24</p>
327	06/09/2022	Better signage required on Shaw Wood Bridge to state weight, width and length restrictions	Emailed Customer First - 6/9	<p>Chased 1/11 Reported that this has been raised with Highways - Ref:221101-000161 - 1/11</p> <p>Chasing email sent 15/2/23</p> <p>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.</p> <p>Seek update from Customer First - 31/8.</p> <p>Seek update from Customer First - 26/10</p>
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	<p>Ref: 230307-000579</p> <p>Advised to contact Northern Rail - March 2023 Reported issues to Northern Rail through online form</p> <p>Ref: 216877 - 3/4</p>	<p>Issue regarding door and poor lighting chased with Northern Rail by email - 26/10</p> <p>Likely to be dealt with as part of station improvements - to be completed Winter 2024.</p> <p>Raised with Project Manager at site meeting on 23/5/24. The door will be repaired. The road is an issue for Highways - 23/5/24</p>

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 PCN notice issued October 2023 Planning application submitted for buildings currently undergoing validation - 21/2/24 Planning application process still under consultation - 22/8/24
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 Update received - Funds have been allocated for work 2024/5 but Calderdale need to seek agreement from Lancashire as they will need to maintain the assets once in place - 5/3/24
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
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
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	Email sent to Customer First and Neighbourhood Coordinator - 20/9	Ref: 231004-000156	Update requested from Customer First - 26/10
440	Neighbour and building enforcement issue - Lumbutts. Reported by Cllr P Taylor	Email sent to Customer First and Neighbourhood Coordinator - 26/9	Referred to Community Safety - 5/10	Update requested from Customer First - 26/10 Update - is on list of issues to be considered for enforcement - 9/5

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	
443	Overhanging bushes restricting movement on road between Mark Lane and Cross Lee Rd	Email sent to Customer First = 18/10	Ref: 231019-000270- 19/10/23	
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 - 19/10/23	
445	Notice on ladder style on Calderdale Way	Emailed Customer First - 24/10	Awaiting additional information from resident - 25/10. Information provided to Calderdale - Nov 2023	
447	Closure of the timber foot bridge over the River Calder at Tipside	Liaised with Cllr S Dacre and TRIG - 25/10	Issue is in hand with	Issue is in hand with Calderdale - 2/11, 3/24, 8/5 and July 2024
449	Update on public consultation regarding new crossings under A646 Corridor Improvement Programme	Email to Customer First and Highways - 1/11	No reply received. Chase again - 13/2/24	Update received. Technical review of zebra crossing has only highlighted minor issue. Calderdale will now review all comments plus consider changes regarding Town Deal, to come to a decision - 5/3
450	Poor drainage on London Rd Mankinholes exacerbated by movement of cows over it	Email to Customer First - 8/11	Ref: 231110-000043 - 13/11	Calderdale has confirmed they are aware of the issue and are planning to take remedial action in - Dec 2023
451	Unauthorised sign on Todmorden Centenary Way	Email to Customer First - 26/20	Confirmed location as SD 89251 23702 - 13/11/23 ROW Ref: 231115-000407.	

457	Spring water coming from top of track leading from Stansfield Hall Rd to the Hollins	Reported by resident. Reported to Customer First - 13/12	Reported also to Yorkshire Water using online form - 19/12	YW state is spring water and not YW responsibility. YW has been called out before to the same issue.- 20/12 YW state that the water is spring water and is the responsibility of Calderdale Council. Still awaiting response from Calderdale -20/12 Ref: CRN 431845 . Chased 22/2/24 Flood Team are investigating - 29/2 Also reported again to YW - 3/24. Further email sent to Environmental Health (Community Safety) to request that enforcement of riparian owner is done to clear the blocked drain causing the spring water to flow down the Hollins - 27/4 Emailed YW and Customer First for help - 27/4 YW report that the water is surface water not spring water and that the gullies on the Hollins are blocked. They have no right to enforce - 24/6 Emailed Customer First and Community Safety again to enquire about enforcement - 25/6
458	House on Lord St, Walsden being soaked because of inadequate guttering	This is follow on from issue in August 2023. Email sent to Customer First copying in Environmental Health and Upper Valley Coordinator - 13/12	Environmental Health are visiting this week - 18/12	
459	Ownership of land at Shakespeare Ave and possibility of community garden	Online query raised with Network Rail - 7/2	Ref: 240207000231 Ref: 240418-000158 (18/4/24)	Neither Network Rail, Calderdale Council or Together Housing believe that this is their land - Feb 2024 Wrote to Neighbourhood Coordinator the Together Housing asking if they would mind if this land was used as a community garden - 15/3 Online contact form filled in with network Rail - 18/4/24
462	Land adjacent to Stoodley Lane OL14 6HA - land development causing concern about potential flooding of Victoria Terrace	Reported to Customer First and Planning Enforcement - 14/2/24		

463	Dog fouling and footpaths Rochdale Rd Walsden	Reported using online dog fouling system - 19/2/24		
475	Blocked drains on Hey Head Lane. They have been cleared but still not working well.	Reported online to Calderdale - 28/2/24	Cllr Hollis reported that the potholes have been filled but the drains are still overflowing causing the new filling to be washed away. Reported by email to Customer First - 27/4 Ref:240430-000411 - drains Ref: 240430-000414 - potholes	
476	Blocked drains Oak St carpark. Have been attended to but are still problematic	Reported online to Calderdale - 29/2	Chased March, April and June 2024	
500	Furniture dumped on back street of Cambridge St. Also, lots of moss make the cobbles slippery. Reported by Cllr P Taylor	Emailed Customer First, Neighbourhood Coordinator, Cllr D Tremayne and manager of Street Cleansing - 8/4	Chased - 7/5 Chased with Neighbourhood Coordinator - June 2024	
502	Parking on double yellow lines at junction of Rochdale St/Pellon St Walsden	Emailed Customer First and Highways - 22/4	Issue forwarded to Parking Enforcement - 23/4	
503	Extension of yellow lines near Copperas House Terrace. Issue raised over 18 months ago. Crossing the road continues to be a problem	Emailed Customer First - 22/4	Reported to Traffic Team - 23/4	
505	Several external maintenance issues with Town Hall	Email to Customer First, Street Cleaning - 27/4	Update - a member of staff will be present at the TH on a regular basis to deal with issues - 9/5	

506	Blocked drains on Bridge St, Calder St and School Lane	Online report - 27/4	Ref: 240427-000184	
507	Drainage issues, signage issues, land issues - Network Rail around railway station and viaduct	Online report - 27/4	Ref: 240427-000154 and 240517-000258	
507a	Area around Viaduct near Aldi needs cleaning and pipe to be adapted so water flows into the drain	Advised by Network Rail that this is responsibility of Calderdale Council	Reported to Calderdale Council June 2024 Area cleaned by Street Cleaning but is issue with drain - 3/7 Email to NR to ask that drain pipe extended to go into drain - 3/7 NR will redirect the drain - to be done by May 2025 - 240703-000280 - 8/7	
508	Fly tipping on Woodhouse Rd near Cherry Tree Cottage. Reported by Clle P Taylor	Email to Customer First - 29/4	Ref: 240430-000201 Chased 15/5, Forwarded to Community Safety -17/5 Fly tipping has been removed but more has been left - 11/6 Reported again to Calderdale and Neighbourhood Coordinator - 11/6	
511	Bacup Rd planning issue	Emailed Planning, Enforcement and Customer First - 14/5	Planning application declined - June 2024. Issue still with Enforcement - 1/7	
512	Large skip left Longfield Way/Rd	Online form filled in on Together Housing website - 22/5	Rang Together Housing to chase. The Environmental Team will be contacted - 20/6 Together Housing still investigating. Said they would update TTC -13/7	

513	Badly damaged road outside Todmorden Railway Station	Reported to Customer First and Highways - 23/5	Completed online form - 29/5 Ref: 240529-000452 Raised issue at site visit - this is responsibility of Calderdale Council. Sent email to Customer First reporting issue - June 2024	
515	Blocked drain Harehills Rd	Email sent to YW - 5/6 Response received - schedule for works is in place but advised resident to contact YW if need more help - 13/6		
521	Broken styal on Todmorden Centenary Way. Reported by Cllr D Skelton	Emailed Customer First - 25/6 Referred to ROW Ref: 240628-000244 28/6		
522	Overhanging vegetation on Shaw Wood Rd causing issue for drivers. Reported by Cllr P Taylor	Emailed Upper Valley Neighbourhood Coordinator - 8/7		
524	Parking issue on Rochdale Rd and Winterbutlee Rd as a consequence of parking restrictions at Hollins Mill	Reported to Customer First and Highways - 10/7 Traffic form completed for Traffic Team - 23/7 Ref: 446850	Ref: 446850	
525	Sewage leak from property on Industrial St	Email to Yorkshire Water - 23/7 Issue is not responsibility of YW as it is within a residential property. Email sent to Environmental Health requesting an update on the actions they have taken - 30/7	Response from Environmental Health - repair imminent and situation will be monitored - 6/8	

527	Demolition of Walsden Library - when will it happen. Action from 7/8/24 DC Meeting	The library is in private ownership. Complicated planning issues are currently being worked through - 12/8	Original planning application has lapsed. Ownership of old library is in private hands. Is complex situation which will need resolving - 12/8	
528	Kilnhurst Rd. Water leak reported by residents	Email to Yorkshire Water- 12/8	Contact is liaising with operational departments - 14/8	Issue is not clean water so waste water engineers will be attending - 21/8
530	Damaged walls Shaw Wood Rd river bridge - 14/8	Email to Customer First - 14/8	Ref: 240821-000093 - 21/8	
531	Blocked drain Kilnhurst Rd	Email to Customer First - 28/8	Ref: 240905-000086 - 5/9	
532	Dog fouling in Todmorden especially the Wellington Rd/Burnley Rd area and the canal tow path	Email to Customer First and Upper Valley Coordinator - 29/8	Requested enforcement - 11/9	
533	Fly tipping at New Mill Dam car park	Email to Customer First and attempt at phone call with Angling Club to identify ownership - 4/9	Ref: 240912-000447 - 13/9	