

Summary of Current Open Cases for the South

HFG	Case Number	Action Date	Title	Surname	Responsible User	Note Date	Note Text
SOUTH EAST 1	53 767	15-Jun-09	MR	PRICE	SHAUN BENNETT	15-Jun-09	a number of residents complained of their front doors leaking cold air and even snow! – why had the doors not been replaced with the windows? When will this be looked at?
SOUTH EAST 1	54 317	14-Jul-09	MR	FANTOM	TRACY O'CONNOR	14-Jul-09	Terry complained that the shrub beds at Farndale Court were full of weeds and that trees on Keldholm Lane between One Stop and Elvaston Lane were causing problems for the buses.
						21-Jul-09	housing officers to visit mr f to see the beds and this will be reported to craig sam/karen get a date for this to be rectified by vale if you find there is a problem. Also check the tree if it is not Derby Homes take picture if there is an issue and refer to relevant dept for action. Thanks.
						23-Jul-09	Issue regarding the raised flower beds was highlighted during a joint inspection with Craig Congreve & Vale 10/7/09 - beds to be replanted with lavender.
						06-Aug-09	Estate inspection done 30/7/09: Inspected trees on Farndale. All ok except one to the rear of 8 & 10 Farndale. It is overhanging where the road narrows making it difficult for buses to get through. E. mail & photo sent to David Beadle 6/8/09.
						07-Aug-09	C/C left @ 36 Arkendale (10.45am)

					<p>13-Aug-09 13/8/09 @ 10.35am: tried to ring Mr Fantom (608854) - no answer</p> <p>14-Aug-09 T/C to Mr Fantom: gave him update regarding the raised bed @ Farndale & tree opp One Stop. Agreed with him that there is not enough room for the bus to get through since traffic calming bollard put in the middle of the road.</p> <p>25-Aug-09 tree issue passed to David Beadle asked Housing Officer to get update and replanting will it cost or do we have to pay if so will need to submit funding request</p>
SOUTH EAST 2	53 793	16-Jun-09	MR	BACON SHAUN BENNETT	16-Jun-09 A number of people expressed concern that Vinshires workmen were leaving calling cards half hanging out of people's letterboxes. People felt this indicated that no one was in the property and posed a potential security risk. Shaun will raise this issue with Vinshires.
SOUTH EAST 2	53 795	16-Jun-09	MRS	BOON JENNY VEATER-SMITH	16-Jun-09 Replacement of fencing around electricity box at the top of Victory Road. Jenny will chase this up and said she is trying to get the Electricity Board to match fund this work.
SOUTH EAST 2	53 796	16-Jun-09	MRS	BOON JENNY VEATER-SMITH	16-Jun-09 New Fencing for Victory Road properties. Jenny updated she is still waiting for costings for this work. However the projected start date for the work is June 2009.
SOUTH WEST	54 617	29-Jul-09	MISS	POOLE PAULA SOLOWIJ	29-Jul-09 Miss Poole asked if it was possible to have low height fencing around the properties front gardens on Northumberland Street. Paula to arrange Housing Officer to visit and discuss options.
					17-Aug-09 Visited by Paula. agreed to consult and if favourable

le submit to HFG for Quickfix.

SOUTH WEST	54 627	29-Jul-09	MRS DALBY	PAULA SOLOWIJ	29-Jul-09	Mrs Dalby reported a number of issues with her property and stated that these had all be reported to the local office but she was not satisfied with t he responses she had received. Paula stated that s he would contact Mrs Dalby and arrange to visit wi th a surveyor to sort out the problems once and fo r all.
					20-Aug-09	Paula visited Mrs Dalby 13.8.09 with Area Property Surveyor agreed to remove tree stumps and infill rear garden where it has sunk and after tree stump removal. At that visit Mrs Dalby requested Derby Home replace existing side fencing at her expense. APS will cost this up and advise Mrs Dalby.
SOUTH WEST	54 628	29-Jul-09	MRS CLIFFORD	PAULA SOLOWIJ	29-Jul-09	Brenda asked when the fencing and gates would be p ainted as these were old and covered in graffitti, Paula said she would find out and let Brenda know . Brenda also asked if she could paint her own fen cing in the mean time to smarten it up until Derby Homes can come and do it. Paula said this was ok as long as Brenda used the correct type of paint.
					20-Aug-09	visted by Paula on 13.8.09 agreed that Brenda can repaint her fence. advised of type of paint that canbe used.