

# Complaints

Week Commencing 13th July 2009

Date	Problem/Fault	Location	Action taken	Reference
13/07/09	Litter/ vomit on pavement	Meneage Street	Town Warden to investigate and clean up or report to Cornwall Council if necessary	
13/07/09	Rubbish bags destroyed by seagulls litter in street not being cleaned up	Angel Place, beside 'The Angel', Coinagehall Street	Advised to contact Cornwall Council	
13/07/09	Centre hand rail damaged. Detached from uprights, dented and bent out of shape in places	Footpath between bowling green & castle green car park	Reported to Highways for repair	091687926
13/07/09	Branches of two large trees overhanging property and beginning to brush on roof of garage. Resident is concerned that they will cause damage and wants them trimmed. The trees are located in a bank at the edge of a footpath maintained by Cornwall Council.	Footpath to rear of 7 Manaton Close	E-mail sent to Highways	
13/07/09	Road flooding. Kennels blocked and overflowing. Water bubbling up from drains	Godolphin Road, Nr. Godolphin Care Home	Reported to Highways for drain clearance	
13/07/09	Street Light permanently on. Ref. B248	Castel Wary Close	E-mail sent to Highways	
13/07/09	Lower green man light cover damaged/ open to the elements. Wiring and components exposed.	A394. Pedestrian Crossing, Chrter Close side. Pole No. 5	Reported to Highways	
13/07/09	Complaint re repeated water run off past Pilgrim & Treloar during heavy rains when drains over flow. Stated that shop front had to be replaced because of this and has to repeatedly was down shop front due to vehicles splashing shop front.	Pilgrim & Treloar Wendron Street/ Godolphin Road	Forwarded on to Highways	
14/07/09	Paint repair car and small gazebo taking up disabled parking space and advertising business	Residents Parking Area Vyvyan Place	Town Warden to investigate. Only in situ while repair being made to vehicle. Will be gone in approx. 2 hrs.	
14/07/09	Residents Car Parking being abused by various people including parents parking for school and also going off shopping	Residents Parking Area Trengrouse Way	Reported to Coastline. Coastline said the parking areas are not specifically allocated to residents and they cannot do anything. Said if they were particularly distressed it was best for the resident to speak to the Housing Officer (Mark Scherer) but it was likely that he wouldn't be able to tell them any more.	
14/07/09	Sponsorship of roundabout by Shelter Box	Trenethick Fields Roundabout	Town Clerk spoke to Shelter Box	
15/07/09	Footpath becoming overgrown and wire fencing beign broken down and bent over leading to broken wires at below head height.	Footpath bordering Helston School Grounds	Person initially contacting Helston School	
15/07/09	Footpath becoming overgrown. Low level shrubbery cut back but overhanging Hawthorn/ blackthorn trees which are at head height are left untouched. Have to duck to get past.	Footpath from phone box in Gweal Wartha through to another cul-de-sac in Gweal Wartha	E-mail sent to Highways	
15/07/09	Footpath generally overgrown in some places need to walk in road to get past.	Main footpath down from Water-Ma-Trout down to Gweal Wartha	E-mail sent to Highways	
15/07/09	Open space not adopted by Council. Very overgrown and smells as used by cats	Gweal Wartha, land by telephone box and letter box	Investigation ownership so know how to report.	
15/07/09	Computer monitor	junction of Coronation Place/ Bullock Lane	CC Refuse & Recycling	
16/07/09	Cobbles and flag stones very slippery due to build up of slimey film	Wheelbarrow Lane, either way from Job Centre Plus exit gate	E-mail sent to Highways	
16/07/06	Buddleia overgrowing path	Footpath from Trengrouse Way Extension Car park, past Tremenva Court coming out next to 18 Meneage Street	E-mail sent to Highways	
16/07/09	Drains blocked and causing excess water to run down road in heavy rain	Meneage Street	E-mail sent to Highways	
16/07/09	Street Lights permanently on. Ref. B458 & B459	Coronation Place	E-mail sent to Highways	