

Complaints

Week Commencing 17th August 2009

Date	Problem/Fault	Location	Action taken	Reference
17/08/09	Hedge overgrowing public footpath. Will soon prevent use of footpath.	Gweal Wartha, section from parking area to wood.	Reported to highways	
17/08/09	Various street lights permanently on. Too numerous to take reference numbers. (TWO SEPARATE COMPLAINTS)	Various locations throughout Helston	Reported to highways	
17/08/09	Grass not cut properly on main island	Coronation Park	Have been advised that not cut completely as the area is inhabited by nesting birds. As soon as they are clear the area will be cut.	
17/08/09	Footpath becoming overgrown. Many brambles and overgrown bushes at fairly high level which means that you have to duck under it to get past.	Footpath from Parc Eglos to Hill Crest, Parc Eglos End	Reported to Highways	
17/08/09	Complaints regarding the condition of railings outside the shop	Mobile Phone Shop, Meneage Street	Have been advised that they are sorting out the railings replacement and are trying to find out if the can fence steps off to prevent litter build up.	
18/08/09	One of the sink's in the ladies toilets is blocked with paper and partially full of water. If used further the sink is likely to flood toilets	Guildhall public toilets	Reported to Customer Services	
18/08/09	Grass allowed to grow to long preventing use of grassed area for ball games etc, then when cut heaps of grass left on play area which again prevents use of grassed area for ball games etc and children coming home covered in grass. Also boggy area causing some difficulty as children have been falling over in it when unaware it was there and getting clothes covered in mud.	Wellmore Play Area, Cades Parc	Reported to Environmental Management	
18/08/09	Dog Poo Bags left on pathways /cycleways	Entire length of Penrose Path, particularly Loe Bar end	Reported onto National Trust.	
18/08/09	Dog waste bin removed and replaced with green litter bin	Gweal Wartha opposite Parc Ledrak	Direct Services confirmed that replacement happened some time ago but litter bin is now universal and can also accept dog waste.	
18/08/09	Footpath becoming very overgrown and also people are duming some garden rubbish.	Footpath running behind Gweal Wartha which lead out onto Nanscober Place	Reported to Highways	
19/08/09	Part of cobbled area becoming covered in green algae which is slippery when wet, particular problem with algae on two granite slabs	Cobbled area beside Guildhall, two granite slabs at the side near the steps	Town Warden to investigate and rectify.	
20/08/09	Road surrounding grating at bottom of kennel giving way as being undermined by water action. Has caused lady to have a fall.	Kennel in Almshouse Hill, by No 7 Almshouse Hill	Reported to Highways	
20/08/09	Granite kerbstone on road side of kennel is loose. Does not appear to be cemented in, wobbled when stepped on.	Kennel just outside chapel by JJ News	Reported to Highways	