

Complaints

Week Commencing 14th September 2009

Our Reference	Date	Problem/Fault	Location	Action taken	Other Reference	Cornwall Council Ward
HTC09/0001	14/09/09	Lack of operational street lighting	Bulwark Road	Contact PCSOs then review action		Helston South
HTC09/0002	14/09/09	Street Lights on all day and have been for a fortnight	Coinagehall Street	Reported to Highways		Helston Central
HTC09/0003	15/09/09	12" Section of granite broken off at roadside edge of grill at bottom of kennel.	Kennel located on left side of Coinagehall Street as you face the Monument.	Reported to Highways		Helston Central
HTC09/0004	16/09/09	Sewage coming out of drain	Nettles Fish Shop, Nettles Hill	Reported to South West Water SWW did attend, were unable to find the problem but were going to check the public sewer nearby.	1699716	Helston Central
HTC09/0005	17/09/09	Broken fence	Bosnoweth	Quote received and accepted to replace fence. Order placed with contractor who is scheduling work		Helston North
HTC09/0006	17/09/09	Dead fox which required removal and had not been collected by Cornwall Council Environmental Management despite three telephone calls.	Roskilling Wartha	Complainant given details of Cornwall Council Ward Member		Helston North
HTC09/0007	17/09/09	Problems repeatedly experienced with drains blocking and believed problem was caused by neighbouring property grassing over manhole. Had several queries regarding legality etc.	Gwealdues	Given full contact details for South West Water so could contact for clarification.		Helston North
HTC09/0008	18/09/09	Pavement very uneven and requires upgrading	Church Street	Reported to Highways		Helston Central
HTC09/0009	18/09/09	Verge untidy and requires maintenance	Clodgy Lane from Trengrouse Way junction to Cottage Hospital roundabout	Reported to Highways		Helston North and partial border with Helston Central
HTC09/0010	18/09/09	Trees require attention and dead/ missing trees require replacement	verge by Castle Green Car Park, Penzance Road	Reported to Highways		Helston Central