

MEMBERS' CUSTOMER SERVICE BULLETIN for Period 01/02/2016 to 28/02/2016

REF NO	STREETNAME	TOWN / PARISH	FAULT TYPE	DESCRIPTION OF CUSTOMER REQUEST	RECORDED	LAST UPDATED	INSPECTORS NOTES
272069A	HARLING ROAD	EATON BRAY		Details: In addition to approximately 10 street lights out, now the illuminated bollards and signage over the roundabout furniture is out	26/02/16		
270230A	SCHOOL LANE	EATON BRAY	TRAFFIC MGT & ROAD SAFETY - PARKING RESTRICTIONS	Dear Heidi & Cllr Mark I have attached a photo I took this morning of a vehicle parked directly opposite the pedestrian entrance to Eaton Bray Academy this morning. This is becoming an regular problem. It results in parents and children having to cross between parked cars with virtually no visibility. Following the discussions at your last Council meeting I thought you may be interested in this. My youngest daughter attends the school and Mrs Hounslow regularly communicates with the parents about inappropriate parking. Are you able to contact your local PCSO and ask for any extra police monitoring during school drop off and pick up times? Many thanks	01/02/16	02/02/16	OR02:Your request has been passed to our Transportation Team for investigation. Please note our technicians have 20 working days to inspect the area if needed, make enquiries into the feasibility of the request, check remaining budgets, and decide the best course of action. For information on road works in your area please visit www.roadworks.org
270234A	THE RYE	EATON BRAY	TRAFFIC MGT & ROAD SAFETY - OTHER TRAFFIC ISSUES	the 30 MPH sign has been knocked down and severely damaged. It is lying on the roadside verge	01/02/16	03/02/16	EL10: Sign recovered, this is 20mph repeater. New post and sign required, this will be replaced in due course
270419A	CHURCH LANE	EATON BRAY	TRAFFIC MGT & ROAD SAFETY - SAFETY ASSESSMENTS	The parking outside the Coffee Tavern is a real problem as cars are sometimes parked right up to the corner of Church Lane. Some evenings it is so bad that you cannot see to pull out onto the main road. This is especially bad in the evenings when it is dark. We are very worried about this as we live in Church Lane and find this dangerous when we go out.	03/02/16		
270479A	SCHOOL LANE	EATON BRAY	TRAFFIC MGT & ROAD SAFETY - PARKING RESTRICTIONS	Clerk to Edlesborough Parish Council has emailed in the following: Dear Sir Madam Yet again this vehicle is parked directly opposite the pedestrian entrance to Eaton Bray Lower School in School Lane Eaton Bray. There is nowhere else for the children to cross to due to there being no pavement on the school side of the road. Please can we have yellow school no parking markings or similar to allow a safe crossing point for our children.	03/02/16	03/02/16	Area Team emailed photos. the request, check remaining budgets, and decide the best course of action. For information on road works in your area please visit www.roadworks.org

MEMBERS' CUSTOMER SERVICE BULLETIN for Period 01/02/2016 to 28/02/2016

REF NO	STREETNAME	TOWN / PARISH	FAULT TYPE	DESCRIPTION OF CUSTOMER REQUEST	RECORD ED	LAST UPDATED	INSPECTORS NOTES
270495A	SCHOOL LANE	EATON BRAY	POTHOLE	potholes have been marked for repair in january. its february now and potholes have not been repaired. please provide date for repair. pothole are next to a school.	03/02/16	04/02/16	EL20:We have raised an order for the issue you have reported and will complete this as soon as possible.ation of the defects we will require traffic management to make the necessaracy repairs safely for all parties. Details kept on file for future review
271205A	HIGH STREET	EATON BRAY	TRAFFIC MGT & ROAD SAFETY - SAFETY ASSESSMENTS	Dear Highways Agency, We can see the effect of the two extra chicanes on what we call .Lancot Hill.. I can understand the desire to slow traffic down. The placement of the highest one defies everything I was taught in Road Safety. It is on the outside of the bend near the brow of a hill, so up-going traffic pull into the blindspot of the vehicles leaving Dunstable. As a regular cycle user, I have faced dangers on that hill and the run-through for cyclists is helpful, but on a relatively narrow road, the vehicles waiting to go past the chicanes tend to pull into the kerb edge, making therun-through less useful. Lancot Hill is quite a steep hill for most cyclists, so to have to lose momentum because of stationary vehicles at the steepest point of the hill means that cyclists will either get off and walk, or wobble off from a standing start. The effect on our parallel road is also visible already. I have seen at least four	15/02/16		

MEMBERS' CUSTOMER SERVICE BULLETIN for Period 01/02/2016 to 28/02/2016

REF NO	STREETNAME	TOWN / PARISH	FAULT TYPE	DESCRIPTION OF CUSTOMER REQUEST	RECORDED	LAST UPDATED	INSPECTORS NOTES
271205B				lorries in excess of 20 tonnes using Eaton Bray High Street during the last five days - the juggernauts with trailers, are also on the connecting roads from Church End, past Doolittle Lane to Bowers Lane. Have you designed safety into our local roads? Time will tell. In our Hospital Patient Safety work, we attempt to design changes to improve processes. The outcomes sometimes defy the intentions; the end results need to be checked. So how many more heavy lorries are your teams counting on Eaton Bray High Street? Even as ordinary cyclists and car users we are going into Dunstable via the .Elachi/New York. roundabout by preference, and many others will be going the extra 0.6 miles each way from Eaton Bray. The increase in fuel consumption is going into our equation on the benefits of your implemented changes. Thanks for reading and responding to this letter. Dr Michael Carter MA MB BChir DA FRCA. Retired Anaesthetist			
271498A	KNIGHTS CLOSE	EATON BRAY	FOOTWAY - TRIPS/LOOSE SLABS	Pavement raised around 6 inches has already caused some falls. Requires reppair A.S.A.P. Called to E.R.T.	18/02/16	18/02/16	EL20: We have raised an order for the issue you have reported and will complete this as soon as possible. We will confirm when repairs have been made.
272010A	WALLACE MEWS	EATON BRAY	TREES - OVERGROWN	Resident has contacted the team to report that there is a tree located in the middle of the mews that is overgrown and dropping branches. Please inspect and update report.	25/02/16	29/02/16	OR13: Your report has been passed to our Arboriculture team to inspect. We will provide a further update when the inspection is complete

MEMBERS' CUSTOMER SERVICE BULLETIN for Period 01/02/2016 to 28/02/2016

REF NO	STREETNAME	TOWN / PARISH	FAULT TYPE	DESCRIPTION OF CUSTOMER REQUEST	RECORD ED	LAST UPDATED	INSPECTORS NOTES
270317A	BOWER LANE	EATON BRAY	DRAINAGE - MISSING COVER	Good Morning Please see attached report received from Biffa: Harling Rd by 1st gate on the left Dunstable/Eaton Bray Beds Manhole half uncovered Many thanks Micha Ellis Technical Officer Waste Services	02/02/16	02/02/16	EL20:We have raised an order for the issue you have reported and will complete this as soon as possible. We will confirm when repairs have been made.
270410A	NORTHALL ROAD	EATON BRAY	ROAD LINES - NEW ROAD MARKINGS	We now have weight restriction in Eaton Bray which is great. I am concerned as to how it will work in Northall Road as the sign is at the start of the speed limit but the lorries have already come down Eaton Bray Rd in Northall and there is no way they could turn round when they get to the weight restriction sign Surely there should be a sign in Northall at the start of Eaton Bray Rd advising them of a weight restriction ahead. I have seen this on other roads. I appreciate Northall is in Bucks although it still has a Bedfordshire postal address but unless something is done we will continue to get all the heavy lorries coming past as we are at the moment	03/02/16	04/02/16	OR26: Customer emailed as follows: Thank you for your enquiry regarding weight restriction signs on the approach to Eaton Bray. I have been advised by the project engineer that advanced warning signs are to be installed on the A4146 Leighton Road at the junction with Eaton Bray Road. As you appreciate this is in Buckinghamshire so we have to liaise with their Highways Department in order to erect the signs, which is likely to be completed within the next month.
271050A	KNIGHTS CLOSE	EATON BRAY	POTHOLE	Pothole located outside No.14 Knights Close, Eatone Bray. Can we please visit to inspect. Photo forwarded to Area Team.	11/02/16	15/02/16	EL20:We have raised an order for the issue you have reported and will complete this as soon as possible.
271138A	HIGH STREET	EATON BRAY	OBSTRUCTION ON CARRIAGEWAY	fallen wall. ooh 110216-2220	12/02/16	12/02/16	EL20:We have raised an order for the issue you have reported and will complete this as soon as possible. We will confirm when repairs have been made.

MEMBERS' CUSTOMER SERVICE BULLETIN for Period 01/02/2016 to 28/02/2016

REF NO	STREETNAME	TOWN / PARISH	FAULT TYPE	DESCRIPTION OF CUSTOMER REQUEST	RECORD ED	LAST UPDATED	INSPECTORS NOTES
271335A	PARK LANE	EATON BRAY	OBSTRUCTION ON CARRIAGEWAY	OUT OF HOURS 11-12/02 2031Lianne101Emergency Service332Hard rubble on carrageway 50 meters long 11/02/2016 22:20Eliot Howley12/02/2016 01:44Jones, FawnMarket Square Eaton Bray Dunstable, Central Bedfordshire LU6 2DGRichard Henderson 11/02/2016 22:2511/02/2016 23:0011/02/2016 23:30MADE SAFE.Police called for an ETA @ 1:43. I informed them that the job has already been done. andwhile i was on the phone the police man said "oh yeah there is some signs up"	16/02/16	11/02/16	EL23: attended under roder 908493, location made safe, this is a duplicate report

MEMBERS' CUSTOMER SERVICE BULLETIN for Period 01/02/2016 to 28/02/2016

REF NO	STREETNAME	TOWN / PARISH	FAULT TYPE	DESCRIPTION OF CUSTOMER REQUEST	RECORD ED	LAST UPDATED	INSPECTORS NOTES
271367A	NORTHALL ROAD	EATON BRAY	CARRIAGEWAY - SUBSIDENCE	Hi ... a potholed trench at the top of Northall Road (LU6 2DQ) by the junction with the high street. This trench stretching across the road appeared last year as a result of BT doing some work and it was filled in afterwards. However it keeps sinking and it.s dangerous/damaging to cars as the holes are quite deep. Highways keep filling it in but it keeps sinking. It.s starting to sink again after they filled in only a month ago. Clearly the quality of the repairs aren.t sufficient and this needs resolving. Thanks	16/02/16	01/03/16	EL20:We have raised an order for a further repair on this trenching. It was last filled in only a month ago, the day after I reported it, and it is already crumbling. Whilst it might be fit for purpose now, it won.t be in a matter of weeks. When this surface fails, it is damaging to car wheels. In addition it is quite a hazard as so many cars brake quite sharply and/or swerve to avoid the holes. I.ve lost count of the number of near collisions of cars nearly going in the back of someone who breaks suddenly to go over the holes. This junction gets very busy in rush hour as people use the village as a shortcut from Leighton Buzzard. Clearly the repairs that keep taking place are not fit for purpose and this needs addressing. The public shouldn.t have to continually phone up to report the same road surface failing over and over in such short periods oftime. Please update accordingly.

MEMBERS' CUSTOMER SERVICE BULLETIN for Period 01/02/2016 to 28/02/2016

REF NO	STREETNAME	TOWN / PARISH	FAULT TYPE	DESCRIPTION OF CUSTOMER REQUEST	RECORD ED	LAST UPDATED	INSPECTORS NOTES
271488A	THE RYE	EATON BRAY	POTHOLE	Deep pothole o/s Great Green Farm o/s The Rye Eaton Bray - deep hole next to the gateway. Pls inspect - many thanks	18/02/16	02/03/16	EL20:We have raised an order for the issue you have reported and will complete this as soon as possible.
272007A	WALLACE MEWS	EATON BRAY	FOOTWAY - OVERGROWN VEGETATION	Resident has contacted the team to inform us that the footpaths in the mews are overgrown with weeds and hedges resulting in the elderly and young children having difficulty navigating the footpaths and mews in general	25/02/16	01/03/16	EL19:We have completed an inspection and although there is some damage, we do not consider it to be a priority at this time. We will continue to monitor the problem and review the situation when we are planning our next programme of work. If the issue becomes worse, please contact us again.
272009A	MOOR END	EATON BRAY	OBSTRUCTION ON FOOTWAY	Vehicles are parking on grass verges which has damaged the grass and it is now an absolute eyesore. The residence responsible should surely be made to pay for the repair. Plus a vehicle is habitually parked ACROSS the pavement in Church Lane causing people to walk into the road to get passed.	25/02/16	01/03/16	EL19:We have completed an inspection and although there is some damage, we do not consider it to be a priority at this time. In regards to parking on footways/verges - highways do not have any enforcement powers and this will need to be reported to the police on the non urgent number of 101

MEMBERS' CUSTOMER SERVICE BULLETIN for Period 01/02/2016 to 28/02/2016

REF NO	STREETNAME	TOWN / PARISH	FAULT TYPE	DESCRIPTION OF CUSTOMER REQUEST	RECORD ED	LAST UPDATED	INSPECTORS NOTES
272085A	WALLACE DRIVE	EATON BRAY	POTHOLE	Large hole at the entrance to Wallace Drive and there is another near entrance to Richmond Court. Some smaller ones along the carriageway.	26/02/16	01/03/16	EL20:We have raised an order for the issue you have reported and will complete this as soon as possible.