

MEMBERS' CUSTOMER SERVICE BULLETIN for Period 16/04/2012 to 13/05/2012

REF NO	STREETNAME	TOWN / PARISH	FAULT TYPE	DESCRIPTION OF CUSTOMER REQUEST	RECORDED	LAST UPDATED	INSPECTORS NOTES	JOB COMPLETED
169123A	HIGH STREET	EATON BRAY	TRAFFIC MGT & ROAD SAFETY - DISABLED PARKING BAY	Customer has restricted mobility and is only able to walk approx 10/15 yards, he is finding it increasingly difficult to park close enough to his home.	27/04/12	27/04/12	Request logged by Transportation Team, to be investigated.	
169718A	HIGH STREET	EATON BRAY	DRAINAGE - BLOCKED GULLY	Custome reports a blocked gully drain o/s no 123 High st Eaton Bray	02/05/12	09/05/12	Site inspection undertaken - order raised to clear & jet gully	
169847A	THE RYE	EATON BRAY	DRAINAGE - BLOCKED GULLY	Water is actually coming from the first drain in the road (high street end) – it is gushing out of that one and then down the road. Most of the drains further down were then filling up and therefore the water was not going anywhere, endangering properties that have previously flooded in 2002 and 2007.	03/05/12	08/05/12	An order is already in place to undertake cleaning & jetting in this road - additional locaitons now added	
169948A	THE RYE	EATON BRAY	DRAINAGE - BLOCKED GULLY	Customer reporting drains blocked.	04/05/12	08/05/12	An order is already in place to undertake cleaning & jetting in this road - additional locaitons now added	
170096A	CHURCH LANE	EATON BRAY	TRAFFIC MGT & ROAD SAFETY - PARKING RESTRICTIONS	I should like to report a dangerous turning I have lived in Eaton Bray for over 12 years now and the volume of traffic going through the village is getting greater every year. When turning right out of church lane you cannot see up the road to turn into Eaton Bray High Street for parked cars and have chance your luck , pulling out. Can I ask please if we could have yellow lines outside the coffee tavern just a couple of cards deep which would enable us to see up the road safely , as they do have a car park to the rear or some sort of mirror on the opposite side to we can see if anything is coming . The ST Mary's Church people use this and a toddlers group also have to use this turning and in my view it's an accident waiting to happen	08/05/12	08/05/12	Request logged by Transportation Team, to be investigated.	
170298A	BOWER LANE	EATON BRAY	ENQUIRY/REQUEST FOR INFORMATION	FOI request for speed limit demarcation information. Email forwarded to Transportation & CBC FOI teams.	10/05/12			

MEMBERS' CUSTOMER SERVICE BULLETIN for Period 16/04/2012 to 13/05/2012

REF NO	STREETNAME	TOWN / PARISH	FAULT TYPE	DESCRIPTION OF CUSTOMER REQUEST	RECORDED	LAST UPDATED	INSPECTORS NOTES	JOB COMPLETED
168246A	WALLACE DRIVE	EATON BRAY	POTHOLE	large pothole in the road outside Trading Faces hair dressers. Its is approx 20 inches long by 15 inches wide and 3+ inches deep. there are some other smaller holes around here too but this is the main issue - lots of loose debris coming out of the hole too.	13/04/12	19/04/12	Order issued to repair pothole	
168646A	GREENWAYS	EATON BRAY		Col 3, o/s 6 leaning	19/04/12	08/05/12	Solid in ground requires RTV	
168675A	BOWER LANE	EATON BRAY	POTHOLE	Customer reports (and neighbour) there is a very large pothole, getting worse daily, between no's 69-71 Bower Lane, in the centre of the road, it is reported to be at least 8 cms deep and 35-40 cms across, please could we inspect asap	20/04/12	24/04/12	Order issued to repair pothole	23/04/12
168679A	BOWER LANE	EATON BRAY	POTHOLE	30 x 40cms and 8 cms deep close to centre line of road	20/04/12	20/04/12	Order issued to repair pothole	
168697A	SCHOOL LANE	EATON BRAY	POTHOLE	Estates officer reports potholes o/s 3-15 School Lane eaton Bray (no kerbs here)	20/04/12	24/04/12	Order raised to patch potholes where found to be meeting intervention levels	26/04/12
169125A	HIGH STREET	EATON BRAY	GRASS & VERGES - VERGE MAINTENANCE/DAMAGE	Customer reports that the resident of no 34 high Street is bumping up the kerb to park on their front garden, making it difficult for other residents to park their cars	27/04/12	30/04/12	Site inspection undertaken - letter will be sent to resident requesting them to stop bumping illegally over kerb & apply for VXO	
169134A	NORTHALL CLOSE	EATON BRAY	STREET LIGHTING - LIGHT OUT	Customer is reporting this light is out.	27/04/12	01/05/12	Replaced lamp holder	01/05/12
169258A	NORTHALL ROAD	EATON BRAY	CARRIAGEWAY - SURFACE DEFECTIVE	BED98975-2012 File created at 29/04/2012 06:19 Water being forced up through manholes no damage to road. Caused by vastly excessive water from heavy rain overwhelming the drains. No action required the drains will cope when the weather eases sufficiently. Police crm : 76	30/04/12	30/04/12	Call out crew to attend to location, report of road breaking up	
169305A	NORTHALL ROAD	EATON BRAY	DRAINAGE - FLOODING DUE TO WEATHER	BED99040-2012 File created at 29/04/2012 16:38 16:38 Details of call left on Mick McHugh's voicemail as per his request jetted and running fine.	30/04/12	01/05/12	Call out crew to attend to location, jet blocked gullies	

MEMBERS' CUSTOMER SERVICE BULLETIN for Period 16/04/2012 to 13/05/2012

REF NO	STREETNAME	TOWN / PARISH	FAULT TYPE	DESCRIPTION OF CUSTOMER REQUEST	RECORDED	LAST UPDATED	INSPECTORS NOTES	JOB COMPLETED
169589A	BOWER LANE	EATON BRAY	POTHOLE	Pothole outside 70 Bower Lane	02/05/12	03/05/12	attend to location fill in pothole	
169733A	CHURCH LANE	EATON BRAY	POTHOLE	Customer reports many potholes on the carriage way along the length of Church Lane, and o/s the church	02/05/12	03/05/12	Order issued to repair potholes	
169796A	BOWER LANE	EATON BRAY	POTHOLE	large pothole 1.5 metres from previous repair	03/05/12	09/05/12	Site inepction undertaken - order raised to patch carriageway defect o/s no25	10/05/12
169950A	CHURCH LANE	EATON BRAY	POTHOLE	Customer is reporting pothole in carriageway	04/05/12	08/05/12	Site inspection undertaken - pothole repair done	
170009A	THE RYE	EATON BRAY	STREET LIGHTING - LIGHT OUT	O/s 82 The Rye Col No Unknown	08/05/12	14/05/12	Replaced lamp	14/05/12
170105A	CHURCH LANE	EATON BRAY	POTHOLE	Crew been out today, have filled small holes near kerb but missed the deep large ones o/s 23-27 and by Church Gate. Please re-inspect.	08/05/12	18/05/12	Order issued to repair pothole	17/05/12
170346A	MILL END CLOSE	EATON BRAY	STREET LIGHTING - KNOCK DOWN	URN 442 / 100512 File created at 11/05/2012 01:39 area made safe and secure.	11/05/12	11/05/12	Checked and made safe ref 601930	
170353A	BOWER LANE	EATON BRAY	POTHOLE	Unsure of location as not provided in email and no recent pothole reported by this customer. Further to my last email, after the rain last night the refilled pothole in Bower Lane is showing signs of dilapidation again, after only a week. May I suggest that one of you Highways Engineers comes out to have a look at it with a view to sorting out the bad patch of road once and for all. I attach a photo taken at about 7:30am this morning. - email forwarded to AT for reference	11/05/12	14/05/12	Site inepction undertaken - order raised to break out & reinstate failing patch	15/05/12
170387A	NORTHALL ROAD	EATON BRAY	POTHOLE	2 inchs deep 2 inchs wide	11/05/12	14/05/12	Site inspection undertaken - order raised to temp patch pothole near Rose court - This carriageway is on resurfacing programmed to be resurfaced week beginning 09/07/12	15/05/12

MEMBERS' CUSTOMER SERVICE BULLETIN for Period 16/04/2012 to 13/05/2012

REF NO	STREETNAME	TOWN / PARISH	FAULT TYPE	DESCRIPTION OF CUSTOMER REQUEST	RECORDED	LAST UPDATED	INSPECTORS NOTES	JOB COMPLETED
170388A	CANTILUPE CLOSE	EATON BRAY	POTHOLE	2 foot long and 1 inch deep.	11/05/12	16/05/12	No defects found which require immediate attention, although we will programme some carriageway patching to be undertaken in the summer.	
170395A	DAGNALL ROAD	EATON BRAY	POTHOLE	3-4 inches deep 4ft long	11/05/12	14/05/12	Site inspection undertaken - no carriageway defect found at location given - Checked all approaches to Rbt & nothing found.	