

SOUTHAMPTON CITY COUNCIL
Shirley Local Housing Office
Redcar Street, Shirley,
Southampton,
SO15 5LL



Direct Dial: (023) 8078 9344
Please ask for: Jane Nand
Email: housing.serviceswest@southampton.gov.uk

Our Ref:
Your Ref:

Mr Trowbridge
57 St James Close
Southampton

23rd July 2019

Dear Mr Trowbridge,

RE: Estate inspection 37-60 & 61-71 St James Close

Thank you for your list of items raised passed to me at the recent estate walkabout.

I will endeavour to answer your requests to the best of my ability.

The flowers and planting outside 61-71 looks extremely good and is very well done, it really lifts the outside of the block. The area is a credit to all involved with it.

Any weeds growing up within the paving slabs, can be treated at the correct time of year with weed spray. This is a request that goes to the open spaces team, but on occasion is carried out by trained neighbourhood wardens. I will put this request forward but cannot guarantee when it will be completed.

Tree stump – for whatever reason I assume a tree was cut down. Open spaces/tree team would not have the resources to dig up a tree stump.

Dead branches – I will ask if open spaces can clear this on their next visit

White paint – I am unsure what this refers too?

Electric cars – Southampton City Council has no plans to install electric charging points in residents car parks.

Satellite dish – this will need to be removed

Over grown shrubs & bushes around the block – this was passed to open spaces via the scrutiny panel for action.

Dustbins – any issue with refuse bins needs to be directed to Waste & Recycling Team. I am aware that new bins have been installed in 37-60 following a number of complaints.

Drying areas – all 3 drying areas within 37-60 have now been unlocked, Mr Robertson is fully aware that if there is a miss-use of the drying areas they will be locked up again. The neighbourhood wardens will check the drying areas on their next scheduled block inspection in August.

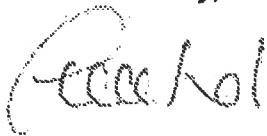
Doormats – each time a doormat appears it is removed , however as previously stated our neighbourhood wardens are not able to visit each block on a daily basis, their role is to visit each block once a month. On these visits anything will be removed including doormats and plant pots, this will continue until the housing office is instructed otherwise. I am however aware that this policy is being re-considered by cabinet.

Cleaning issues- any issues with cleaning needs to be directed to the senior neighbourhood warden. I have emailed both seniors this morning to advise that you were not satisfied with the last cleaning visit.

Section 4 & 21 – I am unsure as to what this refers to, so I cannot comment.

I am unable to comment on the future of Southampton City Council or the LGA conference. I am able to advise that Mr Garvey did not attend the conference.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jane Nand', written in a cursive style.

Jane Nand
HOUSING MANAGEMENT OFFICER

If you require this letter or future correspondence from us in a different format (e.g. tape, Braille, or disc) please do not hesitate to let us know.