Enquiry Number: 512580

Outstanding: Y Enquiry Status: Works being programmed

Customer Type: Member of Public

Subject: Non Illuminated Damaged

Site: LAPINS LANE

Location: o/s 96 Lapins Lane, Kingshill, ME19 4LE

Service: Bollards

Recorded Date: 02-Jul-2020 Last Logged Date: 13-Aug-2020

Response Date: 31-Aug-2020 Completion Target: 27-Oct-2020

Enquiry Number: 45612777

Outstanding: N Enquiry Status: Enquiry resolved

Customer Type:

Subject: Weekly Inspection
Site: LANCER DRIVE

Location: The resident at no. 11 has reported a trip hazard in that a parcel force van has driven into a post which has

knocked it down and lifted the pavement

Service: Client Site Patrol

Recorded Date: 01-Jul-2020 Last Logged Date: 22-Jul-2020

Response Date : Completion Target :

Enquiry Number: 518834

Outstanding: N Enquiry Status: Enquiry resolved

Customer Type: Member of Public Subject: Mud/Material to Clear

Site: CYCLE TRACK FROM ASHTON WAY TO LONDON RO

Location : Cycle route CYCLE TRACK FROM ASHTON WAY TO LONDON ROAD, TONBRIDGE AND MALLING

LOCAL ROUTE 1. Broken glass across path - various points along route between roundabout and traffic

lights by West Malling station, but particularly concentrated where mark

Service: Cycleway

Recorded Date: 13-Aug-2020 Last Logged Date: 14-Aug-2020

Response Date : Completion Target :

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Enquiry Number: 513125

Outstanding: N Enquiry Status: Enquiry resolved

Customer Type: Member of Public

Subject: Manhole/Drain Cover Problem

Site: PIPPIN WAY

Location: On Pippin Way junction w/ Saxon Close nearest to the green.

Service: Drainage and Flooding

Recorded Date: 06-Jul-2020 Last Logged Date: 07-Aug-2020

Response Date : Completion Target :

Enquiry Number: 516529

Outstanding: N Enquiry Status: Enquiry resolved

Customer Type: Member of Public
Subject: Blocked Drain/Gully
Site: STIRLING ROAD

Location: Stirling Road, Anson Avenue and Mitchell Road

Service: Drainage and Flooding

Recorded Date: 28-Jul-2020 Last Logged Date: 31-Jul-2020

Response Date : Completion Target :

Enquiry Number: 516544

Outstanding: N Enquiry Status: Enquiry resolved

Customer Type: Member of Public

Subject: Manhole/Drain Cover Problem

Site: WINSTON AVENUE

Location: In front of number 2

Service: Drainage and Flooding

Recorded Date: 28-Jul-2020 Last Logged Date: 29-Jul-2020

Response Date : Completion Target :

Enquiry Number: 518705

Outstanding: Y Enquiry Status: Works being programmed

Customer Type : Member of Public

Subject: Blocked Drain/Gully
Site: DURELLO AVENUE
Location: to the side of number 14
Service: Drainage and Flooding

Response Date: 12-Aug-2020

Last Logged Date: 14-Aug-2020

Response Date: 12-Nov-2020

Completion Target: 26-Aug-2020

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Enquiry Number: 518996

Outstanding: Y Enquiry Status: Works being programmed

Customer Type: Member of Public

Subject: Blocked Drain/Gully

Site: MITCHELL ROAD

Location: at the end of the drive of number 11

Service: Drainage and Flooding

Recorded Date: 13-Aug-2020 Last Logged Date: 15-Aug-2020 Response Date: 13-Nov-2020 Completion Target: 12-Sep-2020

Enquiry Number: 511895

Outstanding: N Enquiry Status: Not highways - passed to others

Customer Type: Member of Public

Subject: Fence Damaged/Missing

Site: TOWER VIEW

Location: Bench has been damaged on grass beside Tower View near Bovard Avenue. Could not find appropriate

reporting title. Sorry

Service: Fencing-Wood Wire Steel

Recorded Date: 29-Jun-2020 Last Logged Date: 02-Jul-2020

Response Date : Completion Target :

Enquiry Number: 512346

Outstanding: N Enquiry Status: Enquiry resolved

Customer Type: Member of Public

Subject: Needs Repair/Potholes etc.

Site: LANCER DRIVE

Location: The resident at no. 11 has reported a trip hazard in that a parcel force van has driven into a post which has

knocked it down and lifted the pavement

Service: Footpaths/Pavements

Recorded Date: 01-Jul-2020 Last Logged Date: 02-Jul-2020

Response Date : Completion Target :

Enquiry Number: 513212

Outstanding: N Enquiry Status: Enquiry resolved

Customer Type: Member of Public

Subject: Damaged

Site: MITCHELL ROAD

Location: Outside number 24 Mitchell Road, on the PAVEMENT, adjacent to but NOT on driveway

Service: Footpaths/Pavements

Recorded Date: 07-Jul-2020 Last Logged Date: 03-Aug-2020

Response Date : Completion Target :

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Enquiry Number: 513744

Outstanding: N Enquiry Status: Does not meet intervention criteria

Customer Type: Member of Public

Subject: Needs Repair/Potholes etc.

Site: STURMER COURT

Location: Large hole emerging in front of allocated parking space. Area often walked across by dog walkers and

elderly residents, creating a large trip/injury hazard. It's not clear if the hole is a drain soround that has

eroded away or something else but ther

Service: Footpaths/Pavements

Recorded Date: 09-Jul-2020 Last Logged Date: 16-Jul-2020

Response Date : Completion Target :

Enquiry Number: 513747

Outstanding: N Enquiry Status: Enquiry resolved

Customer Type: Member of Public

Subject: Needs Repair/Potholes etc.

Site: STURMER COURT

Location: Large hole emerging in front of allocated parking space. Area often walked across by dog walkers and

elderly residents, creating a large trip/injury hazard. It's not clear if the hole is a drain soround that has

eroded away or something else but ther

Service: Footpaths/Pavements

Recorded Date: 09-Jul-2020 Last Logged Date: 10-Jul-2020

Response Date : Completion Target :

Enquiry Number: 514951

Outstanding: N Enquiry Status: Enquiry resolved

Customer Type: Member of Public

Subject: Needs Repair/Potholes etc.

Site: EDEN WAY

Location: On the pavement in front of the house. The paving appears to be sinking/dipping. This is concerning as

there are 2 drains in front of it an I am aware of previous sink holes developing on Kings Hill. No cars park

on the pavement here so is sinking

Service: Footpaths/Pavements

Recorded Date: 18-Jul-2020 Last Logged Date: 20-Jul-2020

Response Date : Completion Target :

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Enquiry Number: 514954

Outstanding: N Enquiry Status: Enquiry resolved

Customer Type: Member of Public

Subject: Needs Repair/Potholes etc.

Site: EDEN WAY

Location: On the pavement in front of the house. The paving appears to be sinking/dipping. This is concerning as

there are 2 drains in front of it an I am aware of previous sink holes developing on Kings Hill. No cars park

on the pavement here so is sinking

Service: Footpaths/Pavements

Recorded Date: 18-Jul-2020 Last Logged Date: 20-Jul-2020

Response Date : Completion Target :

Enquiry Number: 514955

Outstanding: N Enquiry Status: Enquiry resolved

Customer Type: Member of Public

Subject: Needs Repair/Potholes etc.

Site: EDEN WAY

Location: On the pavement in front of the house. The paving appears to be sinking/dipping. This is concerning as

there are 2 drains in front of it an I am aware of previous sink holes developing on Kings Hill. No cars park

on the pavement here so is sinking

Service: Footpaths/Pavements

Recorded Date: 18-Jul-2020 Last Logged Date: 03-Aug-2020

Response Date : Completion Target :

Enquiry Number: 519154

Outstanding: Y Enquiry Status: Enquiry under investigation

Customer Type: Member of Public

Subject: Maintenance query
Site: CRABTREE CLOSE
Location: Crabtree close

Service: Grass

Recorded Date: 14-Aug-2020 Last Logged Date: 20-Aug-2020
Response Date: Completion Target: 11-Sep-2020

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Enquiry Number: 513154

Outstanding: N Enquiry Status: Enquiry resolved

Customer Type: Member of Public

Subject: Obstruction to cway/ fway

Site: SAXON CLOSE

Location: Overgrown hedges onto the pavement along Saxon Close. Have to walk in the road with my child's

buggy!!Plotted to the side of 46

Service: Hedge

Recorded Date: 06-Jul-2020 Last Logged Date: 30-Jul-2020

Response Date : Completion Target :

Enquiry Number: 514510

Outstanding: N Enquiry Status: Enquiry attended - more work required

Customer Type: Member of Public

Subject: Obstruction to cway/ fway

Site: VICTORIA DRIVE

Location: Overgrown bushes and they also park a car on the path so you have to walk in the road. If bushes were

cut back it would be possible to use the pavement-plotted outside 37

Service: Hedge

Recorded Date: 15-Jul-2020 Last Logged Date: 19-Aug-2020

Response Date: 22-Aug-2020 Completion Target:

Enquiry Number: 516192

Outstanding: N Enquiry Status: Enquiry resolved

Customer Type: Member of Public
Subject: Maintenance query
Site: MELROSE AVENUE

Location: overgrown hedges along entire road overhanging trees. This road has been adopted by TBMC/Highways

england? but no maintenance has been carried out for years.

Service: Hedge

Recorded Date: 27-Jul-2020 Last Logged Date: 06-Aug-2020

Response Date : Completion Target :

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Enquiry Number: 517756

Outstanding: N Enquiry Status: Enquiry resolved

Customer Type: Member of Public
Subject: Pothole On The Road

Site: PIPPIN WAY

Location: middle of road outside 48 Pippin way unable to sleep during the day due to excessive banging every time a

car huts pot hole, Key worker who needs sleep as works nights.

Service: Potholes

Recorded Date: 05-Aug-2020 Last Logged Date: 07-Aug-2020

Response Date : Completion Target :

Enquiry Number: 515471

Outstanding: N Enquiry Status: Enquiry resolved

Customer Type: Member of Public

Subject: Manhole/Drain Cover Problem

Site: PIPPIN WAY

Location: Middle of road outside 48 Pippin way

Service: Road/Carriageway

Recorded Date: 21-Jul-2020 Last Logged Date: 07-Aug-2020

Response Date : Completion Target :

Enquiry Number: 512929

Outstanding: N Enquiry Status: Enquiry resolved

Customer Type: Member of Public

Subject: Temp Signs Need Collecting

Site: DISCOVERY DRIVE

Location: Diversion sign at the pedestrian entrance to Rougemont

Service: Roadworks

Recorded Date: 05-Jul-2020 Last Logged Date: 08-Jul-2020

Response Date : Completion Target :

Enquiry Number: 516524

Outstanding: N Enquiry Status: Not highways - passed to others

Customer Type: Member of Public

Subject: Utility Responsibility

Site: MELROSE AVENUE

Location: Discovery Drive end of Melrose on the crossing

Service: Section 81

Recorded Date: 28-Jul-2020 Last Logged Date: 31-Jul-2020

Response Date : Completion Target :

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Enquiry Number: 519598

Outstanding: N Enquiry Status: Not highways - passed to others

Customer Type: Member of Public
Subject: Utility Responsibility
Site: MILTON LANE

Location: At the side of this property on the footpath there is a services chamber in the footpath which has been

damaged and has collapsed on one side. The chamber is exposed on one side and the blocks are falling

into the hole-plotted by 47

Service: Section 81

Recorded Date: 17-Aug-2020 Last Logged Date: 18-Aug-2020

Response Date : Completion Target :

Enquiry Number: 520275

Outstanding: N Enquiry Status: Not highways - passed to others

Customer Type: Member of Public

Subject: Utility Responsibility

Site: WINSTON AVENUE

Location: On the junction of Winston Avenue and Tower View, Kingshill, West Malling

Service: Section 81

Recorded Date: 19-Aug-2020 Last Logged Date: 20-Aug-2020

Response Date: 23-Sep-2020 Completion Target:

Enquiry Number: 513663

Outstanding: N Enquiry Status: Enquiry attended - more work required

Customer Type: Member of Public Subject: Not Working Site: ANISA CLOSE

Location: When the street lights were updated to LED there was a light missed outside number 15 Anisa Close. The

lights closest to this light have a reduced light as it's on a junction it is dangerous for pedestrians and

vehicles also security issues I have ha

Service: Street Lighting

Recorded Date: 09-Jul-2020 Last Logged Date: 30-Jul-2020

Response Date : Completion Target :

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Enquiry Number: 517646

Outstanding: Y Enquiry Status: Works being programmed

Customer Type: Member of Public
Subject: Shade Request
Site: WOODFORD GROVE

Location: The fault is with the actual shade recently fitted to the lamp.

Service: Street Lighting

Recorded Date: 05-Aug-2020 Last Logged Date: 05-Aug-2020
Response Date: Completion Target: 17-Aug-2020

Enquiry Number: 517887

Outstanding: Y Enquiry Status: Works being programmed

Customer Type: Member of Public
Subject: Shade Request
Site: FORTUNE WAY

Location: JFCS010 17 fortune way. Please may I request a lamp shade

Service: Street Lighting

Recorded Date: 06-Aug-2020 Last Logged Date: 12-Aug-2020
Response Date: Completion Target: 18-Aug-2020

Enquiry Number: 518709

Outstanding: Y Enquiry Status: Enquiry attended - more work required

Customer Type: Member of Public Subject: Shade Request Site: PIPPIN WAY

Location: Streetlight o/s 91 glaring JPD001.

Service: Street Lighting

Recorded Date: 12-Aug-2020

Last Logged Date: 14-Aug-2020

Response Date: Completion Target: 14-Aug-2020

Enquiry Number: 518821

Outstanding: Y Enquiry Status: Works being programmed

Customer Type: Member of Public
Subject: Shade Request
Site: DISCOVERY DRIVE

Location: I have requested a shade to be put on the streetlight directly outside my house.at 183 Discovery Drive

Kings Hill West Malling ME194GS. This has been done, however, it is an incorrectly fitted one, and has

made no difference at all as the light

Service: Street Lighting

Recorded Date: 13-Aug-2020

Last Logged Date: 13-Aug-2020

Response Date: Completion Target: 14-Aug-2020

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Enquiry Number: 520188

Outstanding: Y Enquiry Status: Enquiry under investigation

Customer Type: Member of Public
Subject: Shade Request
Site: SHOESMITH LANE

Location: When it was changed to LED, the shade was removed. The light is now distruptive at bed time

Service: Street Lighting

Recorded Date: 19-Aug-2020 Last Logged Date: 19-Aug-2020 Response Date: Completion Target: 16-Sep-2020

Enquiry Number: 512426

Outstanding: N Enquiry Status: Not highways - passed to others

Customer Type: Member of Public

Subject: Maintenance query

Site: ANSON AVENUE

Location: Entrance to Anson Ave., left side serious outgrowth over pavement of coppiced trees, brambles and other

vegetation.

Service: Trees

Recorded Date: 01-Jul-2020 Last Logged Date: 02-Jul-2020

Response Date : Completion Target :

Enquiry Number: 512427

Outstanding: N Enquiry Status: Not highways - passed to others

Customer Type: Member of Public
Subject: Maintenance query
Site: ANSON AVENUE

Location: Length of bushes around coppiced area are overgrown into the footpath causing a health and sAfety issue.

Brambles have scratched my son on his bike. Pushchairs and wheelchairs will struggle to get past safely.

Your assistance cutting back this hazard

Service: Trees

Recorded Date: 01-Jul-2020 Last Logged Date: 02-Jul-2020

Response Date : Completion Target :

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Enquiry Number: 512917

Outstanding: Y Enquiry Status: Enquiry under investigation

Customer Type: Member of Public

Subject: Alledged damage private prop

Site: PEREGRINE ROAD

Location: I reside at 15 Peregrine Road and this Lime tree is again overhanging my property and approaching the roof

of my house. Previously this tree has been trimmed back at my request. The tree is now very tall (beyond

my ability to cut back to my boundary)

Service: Trees

Recorded Date: 05-Jul-2020 Last Logged Date: 07-Aug-2020
Response Date: Completion Target: 31-Oct-2020

Enquiry Number: 513800

Outstanding: N Enquiry Status: Enquiry attended - more work required

Customer Type: Member of Public

Subject: Maintenance query

Site: BLENHEIM ROAD

Location: 2 trees at the side of number 10 on Blenheim road.

Service: Trees

Recorded Date: 10-Jul-2020 Last Logged Date: 10-Aug-2020

Response Date : Completion Target :

Enquiry Number: 515543

Outstanding: N Enquiry Status: Enquiry resolved

Customer Type: Member of Public
Subject: Maintenance query
Site: VICTORIA DRIVE

Location: The resident is concerned about the trees at the back of his property. They are worried they may fall onto

his property.

Service: Trees

Recorded Date: 22-Jul-2020 Last Logged Date: 22-Jul-2020

Response Date : Completion Target :

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Enquiry Number: 517587

Outstanding: Y Enquiry Status: Enquiry under investigation

Customer Type: Member of Public

Subject: Maintenance query

Site: MONARCH TERRACE

Location: Hedges and trees along the entire Monarch Terrace road edge have overgrown and overhanging the road

itself. Risky for vehicles. Not been trimmed for over 3 years. I believe the road has been adopted by the

council/ highways agency. Could you kindly t

Service: Trees

Recorded Date: 04-Aug-2020 Last Logged Date: 20-Aug-2020 Response Date: 07-Sep-2020 Completion Target: 01-Sep-2020

Enquiry Number: 517493

Outstanding: N Enquiry Status: Enquiry resolved

Customer Type: Member of Public

Subject: Maintenance query

Site: GOLDINGS CLOSE

Location: Two trees located roadside directly in front of house number 7 on Goldings Close.

Service: Trees

Recorded Date: 04-Aug-2020 Last Logged Date: 04-Aug-2020

Response Date : Completion Target :

Enquiry Number: 518027

Outstanding: N Enquiry Status: Enquiry resolved

Customer Type: Member of Public

Subject: Fallen/hanging on or over cway

Site: GOLDINGS CLOSE Location: opposite number 10

Service: Trees

Recorded Date: 07-Aug-2020 Last Logged Date: 18-Aug-2020

Response Date: 28-Aug-2020 Completion Target:

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Enquiry Number: 518921

Outstanding: Y Enquiry Status: Enquiry under investigation

Customer Type: Member of Public

Subject: Maintenance query

Site: PEREGRINE ROAD

Location: Just querying if there is a height concern with trees. There are two here that do seem rather tall so

wondered if it s a concern

Service: Trees

Recorded Date: 13-Aug-2020 Last Logged Date: 14-Aug-2020
Response Date: 14-Sep-2020 Completion Target: 10-Sep-2020

Enquiry Number: 11811570

Outstanding: N Enquiry Status: Vehicle Crossing Application Approved

Customer Type: Member of Public

Subject: Application - New Residents
Site: BOVARDE AVENUE

Location: 1Bovarde Avenue Kings Hill West Malling ME19 4BS

Service: Vehicle Crossing

Recorded Date: 31-Jul-2020 Last Logged Date: 06-Aug-2020

Response Date: 06-Aug-2021 Completion Target:

Enquiry Number: 517271

Outstanding: N Enquiry Status: Enquiry resolved

Customer Type: Member of Public

Subject: Application - General Enquiry

Site: STURMER COURT Location: In front of no 16 Service: Vehicle Crossing

Recorded Date: 03-Aug-2020 Last Logged Date: 17-Aug-2020

Response Date : Completion Target :

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