

Resident Associations Forum – Actions log and updates (last updated 24/08/17)

Date of the meeting & who action assigned to	Details of the Items Requiring Further Clarification/Action	Action Taken & Comments by Lead Officer/person action is assigned to
25 September 2017 Danalee Edmund	Danalee to circulate dates of local plan workshops to RAF members when finalised	
25 September 2017 Danalee Edmund	Danalee to consider request to extend the consultation period for the local plan reviews and inform the Forum of her decision	
25 September 2017 Laura James	Laura to circulate the Mayor's transport strategy with the meeting notes	
25 September 2017 Matthew Rees	Matthew Rees to take feedback regarding tougher regs in neighbouring boroughs back to the planning team	
25 September 2017 Sophia Laird	Sophia to provide details of nomination/selection process for local list selection panels when these are available	
25 September 2017 Laura James	Laura to provide Sophia with details for the three history societies	
25 September 2017 Sean Doran	Sean to share provisional list of conservation areas and when they are currently scheduled to be reviewed, with the caveat that this is subject to change	

25 September 2017 Forum Members	Forum members to email ldf@hounslow.gov.uk if they would like to check that they are on the distribution list for the conservation area appraisals	
25 September 2017 Sean Doran	Sean Doran to discuss with his managers whether they would consider a co-production approach for future batches of conservation area appraisals	
25 September 2017 Sean Doran	Paper copies of the conservation area appraisal consultation documents to be sent to resident associations upon request	
24 March 2017 Laura James	Laura James to consider opportunities for advertising RAF meetings if they cannot be added to the calendar of council meetings	Update from Laura James: Future meetings of the Resident Associations Forum can be advertised via Evolve, the bi-weekly newsletter that goes out to the voluntary sector. There are discussions about introducing an events calendar on the Council's website, and the meetings will be advertised here if this goes ahead. If publication dates fit, meetings can be advertised in Hounslow Matters.
12 May 2017 Cllr Mann	A written update on waste and recycling should be requested from Cllr Mann by the end of June	Following several requests for updates from Cllr Mann, this action has now been passed on to the waste and recycling team. Agreed at 25 sept meeting - Laura to ask Cllr Mann for waste and recycling report again and if no response then to contact Cllr Curran.

12 May 2017	Heritage officers to confirm what they will cover ahead of the meeting so residents can prepare	The items to be covered were circulated several weeks ahead of the meeting.
12 May 2017	RAF to consider whether it wishes to invite Tina Dunkin to a future meeting	Tina Dunkin has been informed that she may be invited to address the November meeting, should RAF decide that it would like her to attend.
12 May 2017 Susan Austin	Susan to look into options for adding 'feedback' and 'complaints' buttons/instructions to website	Update from Susan received 22/08/17 – 'Requested web-team to update web search'
12 May 2017 Susan Austin	Susan to feedback on lack of Boston manor car park info on website to Nicola Bowenrees, head of comms	Update from Susan received 22/08/17 – 'Requested to update search. We have now taken all services that went to Carillion back in house so need to look at web content.'
12 May 2017 Susan Austin	Susan to ensure feedback on lack of info for flats/HMOs, lack of phone number, need for information on old sacks and website to be updated fed back to comms team	Update from Susan received 22/08/17 – 'Asked comms to update me.'
12 May 2017 Susan Austin/Vinesh Govind/CPU apprentice	Susan Austin agreed to look into the feasibility of a public-facing online map of Resident Associations	Nabeel Kiayani has been drawing maps of the borough's Resident Associations and sending these to individual associations to check. This piece of work will now be handed over to the new CPU apprentice Haveena Judge, who will be contacting those organisations that have not responded/not yet been contacted and uploading the finalised maps to GIS. We hope to have a GIS map layer ready to show you at the November meeting.
12 May 2017 Marilyn Smith	Forum members to email LDF@hounslow.gov.uk with suggestions for buildings they believe should be on the local list, with photos if possible	Residents Associations to send emails to – LDF@hounslow.gov.uk

<p>12 May 2017 Sabeel Khan</p>	<p>Outcome of HH / LBoH negotiations to settle responsibilities for 'Blue area's'</p>	<p>Update received from Sabeel Khan – 24/08/17 - 'This is a much larger project than initially anticipated, and is now taking up resources amongst various departments. As this is a contractual issue within the PFI, the council needs to be satisfied that any budget constraints are considered before a final decision.'</p>
<p>12 May 2017 Sabeel Khan</p>	<p>If you aren't getting a response to an enquiry or it doesn't appear on the map, call Hounslow Council customer services. They can access the HH systems and investigate for you.</p>	<p>Customer services number – 0208 583 2000</p>
<p>12 May 2017 Sabeel Khan</p>	<p>Sabeel to take up the question of giving sufficient notice to residents to move their cars when the London Planes are being cut</p>	<p>Update received from Sabeel Khan – 24/08/17 - 'HH should put up Temporary Traffic Regulations Order's (TTRO's) at least a week in advance for any cleansing work including the pruning of trees.'</p>
<p>12 May 2017 Sabeel Khan</p>	<p>Sabeel also agreed to give an update on the penalties Hounslow Highways have been issued with – from the minutes "Roads that are meant to be repaired sometimes come off the list because materials/workers are unavailable. They are meant to go back on when the materials/workers are available, but that doesn't happen. Are there penalties for this, and if so can you tell us how much they were?"</p>	<p>Update received from Sabeel Khan 15/09/17 - Hounslow Highways have a target to achieve every 6 months to ensure that the overall network condition is improving in line with the set targets. If roads are not completed which are identified as requiring works within the individual targets a penalty is applied for not achieving the overall condition. However, if a road is scheduled which previously was requiring treatment has now witnessed an improvement in the condition score (due for example to minor repair works being undertaken) it will be removed as it would not now contribute towards an improvement in the overall condition target.</p>

12 May 2017 Sabeel Khan	Sabeel Khan to provide more information on underground subway paths	Update received from Sabeel Khan 15/09/17 - Hounslow Highways have confirmed that although subways are not on the Project Network they are cleaned on the assumption that are included within their responsibilities to clean the Transport for London Road Network. Hounslow Highways have checked and updated the barrow walker route maps to ensure they are clearly defined within their area of responsibilities.
12 May 2017 Sabeel Khan	Enquiries regarding surfacing materials on particular roads to be addressed to Hounslow Highways directly	Update received from Sabeel Khan 24/08/17 - 'Residents to log with HH directly on the Report It tool on hounslowhighways.org'
12 May 2017 Sabeel Khan	If ponding is being made worse following road repairs please let Sabeel know (Sabeel.khan@hounslow.gov.uk)	Update received from Sabeel Khan - 24/08/17 - 'RAF may be interested to know that the Standing Water Rectification Programme is ongoing till end of the year before it becomes a contractual performance standard.'
12 May 2017 Sabeel Khan	Invite HH to present their programme of works to the Forum on an annual basis after it is published in February each year	Update received from Sabeel Khan – 24/08/17 - 'The programmes of work are informed by annual survey, surveys carried out twice a year and programme of works are updated on website. HH is currently attending the next round of area forums, starting from next week with an update of what actions have occurred since contract commencement and a brief of what to expect over the next 6 months and 20 years. Intention is to go to area forums in the new year with an update following the completion of the Core Investment Programme (CIP) and a brief can be submitted to the RAF with any scheduled programme. Should the RAF wish to raise questions following receipt of

		<p>the brief, HH will be happy to attend a future meeting of the Forum’</p> <p>Note - Programme is informed by the survey and more recent surveys will override set programmes of works.</p>
<p>12 May 2017 Sabeel Khan</p>	<p>Marie gave Sabeel a printed copy of her email to Rebecca regarding tree planting in Chiswick, which he agreed to pass on</p>	<p>Update received from Sabeel Khan 15/09/17 – HH met with Marie during the last few months.</p> <p>Sites are still being reviewed and Marie will be notified on planned planting, but sites do have restrictions that need to be taken into consideration, including:</p> <p>Silver Crescent – heavily congested and has very narrow pavements. One newly planted tree has been vandalised by a resident so we need to be careful to choose a sustainable site.</p> <p>Chiswick High Road – it is very unlikely that we would plant any new trees in Chiswick High Road, there was once site but the underground services here were obviously extensive.</p> <p>Oxford Road North – there may be some scope however we need to complete a thorough check as there are several restrictions in this road.</p> <p>This was all explained during the site visit.</p> <p>We haven’t completed the winter planting plan but I will forward to you once complete.</p>
<p>12 May 2017 Sabeel Khan</p>	<p>Sabeel to raise non-response to outstanding actions with Tim Hurley</p>	<p>Sabeel has provided updates on all items assigned to himself and Tim Hurley on 15/09/17</p>

24 March 2017 David Blackett/Sabeel Khan/ Hounslow Highways	Follow up on Henley's Alley with the appropriate officer	David Blackett now wants to follow up on this action after the passing of Brian Clark. Update received from Sabeel Khan – 24/08/17 'Following recent news of proposed development at Rectory Farm, we are now waiting on the resolution following the planning process as this will inform the future maintenance of this particular pathway.'
24 March 2017 Marie Rabouhans Danalee Edmund	Danalee to respond to Marie Rabouhans with her update on her list of SPD's.	Marie has sent the list of SPD's to Danalee. – 05/04/17 Update from Marie – 12/05/17 'After the last meeting I sent Danalee a list of SPDs. I have not received a response. Is Danalee going to update her list?' Danalee to respond to this question at September meeting.
24 March 17 Councillor Dennison Danalee Edmund	Councillor Dennison to outline a 'Statement of Principles' for the SCI review.	Danalee Edmund will update on this action at the September meeting.
24 March 2017 Marilyn Smith	Forum to be kept updated on progress for implementing this functionality (complaints tracking)	Response received from Marilyn Smith: 'There will be no progress on this until a new IT system is procured by the council. That may take a year.'
24 March 2017 Marilyn Smith	Marilyn Smith agreed to draft a response to the 'Plan First' document	A written response to the points raised in the g15+ paper was circulated ahead of the September 2017 meeting.
20 January 2017 Nabeel Kiayani	Contact Tim Hurley for an update to the Forum on Henley's alleyway, the half lampposts and the illegal crossovers.	The action on Henley's Alley has passed to Sabeel Khan – see update above. Half lampposts – Update received from Sabeel Khan 15/09/17 - There are instances whereby lampposts are cut down and retained as feeder

		<p>pillars until the SSE electrical connections can be rerouted to supply the newly installed columns. This can take several months to achieve at which point the remaining stump will be removed. There are currently a dozen of these remaining which Hounslow Highways intend to resolve by 31 Dec 2017. If residents are aware of any instances of these units they are advised to contact Hounslow Highways via their website to be sure it is captured and programmed for removal.</p> <p>Sabeel Khan updated the Forum on the illegal crossovers policy at the May meeting. Enforcement against illegal crossovers has begun and is focussed on the Hounslow and Isleworth areas initially. The process has been verified by our legal advisors and HH will be working with HB Law to progress cases through the court system on those who do not follow enforcement notices.</p>
2 December 2016 Tim Hurley	Tim to draft a response on Hounslow Highways enforcing illegal crossovers	See above.
2 December 2016 Tim Hurley	Tim to draft a response on paving slabs replacement in conservation areas. He was asked to confirm that paving slabs will be replaced with paving slabs.	<p>Update received from Sabeel Khan 15/09/17 –</p> <p>The contract states</p> <p>All footways in conservation areas are replaced on a like for like basis. This means if a footway is currently a black material it will be replaced as such.</p> <p>If it is white paving slabs it will be replaced with a</p>

		<p>white modular paving.</p> <p>If the paving material is Yorkstone paving it will be replaced with Yorkstone paving.</p>
<p>2 December 2016 Tim Hurley</p>	<p>Tim to look into the foliage obstructing the lighting on Bath Road, which is a problem for pedestrians and motorists</p>	<p>Update received from Sabeel Khan 15/09/17 – The column in question has been increasingly in conflict with the two adjacent trees since 2008. The current location for the column which is at 10 metres (resulting in the conflict with the tree canopy) is appropriate due to its proximity to the junction with Abinger Road and so moving the column is not the preferred option.</p> <p>The arboricultural officer has been requested to consider pruning options which would meet the demands of the lighting zone without infringing on the safety of the surrounding trees.</p>
<p>2 December 2016 Tim Hurley</p>	<p>Residents flagged up that there is no way to follow up on queries already made via the website (track issues). Tim Hurley to explore whether developments could be made on HH website to allow residents to follow up on previous queries</p>	<p>Update received from Sabeel Khan 15/09/17 – The improvements to the website made in Dec 2015 ensured that when residents submit a new enquiry they are provided with a confirmation notice of the enquiry subject, location and unique reference number (starting 14xxxxx). This number can be used to contact the LBH call centre requesting an update by telephone or a new enquiry can be raised requesting an update by quoting the original enquiry.</p> <p>The website will provide automated updates on the enquiry status to the enquiry owner once an enquiry has been actioned, inspected, works programmed or completed to the email address provided.</p>

		<p>In addition, residents, can connect to other users enquiries on the website and seek automated updates on already reported service requests.</p> <p>Hounslow Highways are currently developing the concepts for version3.0 of its website which will include feedback on improvements for its key users, Lay Assessors and staff to include improved phone/ tablet usability and account management to allow users to see their own previously reported enquiries. Suggestions welcome.</p>
6 July 16 Alan Hesketh	Involve RAF in updating of list of locally-listed buildings when this work begins	An update on this item is on the agenda for the September 2017 meeting
6 July 16 Alan Hesketh	Involve RAF in developing consultation plan for Local Plan	An update on this item is on the agenda for the September 2017 meeting