

Resident Associations Forum – Completed actions 2017 (last updated 04/04/17)

| 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 |
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| 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 |
| 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 |
| 2 December 2016 Tim Hurley | Tim to look into the foliage obstructing the lighting on Bath Road, which is a problem for pedestrians and motorists | <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> |
| 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</p> |

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| | | <p>currently a black material it will be replaced as such.</p> <p>If it is white paving slabs it will be replaced with a white modular paving.</p> <p>If the paving material is Yorkstone paving it will be replaced with Yorkstone paving.</p> |
| 2 December 2016 Tim Hurley | Tim to draft a response on Hounslow Highways enforcing illegal crossovers | See above. |
| 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. | <p>The action on Henley's Alley has passed to Sabeel Khan – see update above.</p> <p>Half lampposts – Update received from Sabeel Khan 15/09/17 - There are instances whereby lampposts are cut down and retained as feeder 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</p> |

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| | | <p>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> |
| <p>24 March 2017 Marilyn Smith</p> | <p>Marilyn Smith agreed to draft a response to the 'Plan First' document</p> | <p>A written response to the points raised in the g15+ paper was circulated ahead of the September 2017 meeting.</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> |
| <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> |

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| | | We haven't completed the winter planting plan but I will forward to you once complete. |
| 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 | <p>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 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> |
| 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 | 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' |

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| <p>12 May 2017 Sabeel Khan</p> | <p>Sabeel Khan to provide more information on underground subway paths</p> | <p>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.</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> |
| <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>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> |

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| 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 |
| 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. |
| 2 October 16 Nabeel Kiayani | The mailing list for RAF needs to be reviewed | Response from Nabeel Kiayani: Thanks to all those who updated their contact details. Those organisations who had not responded by March were contacted and advised that unless they responded to this final letter they would be removed from the mailing list. This has now been actioned. |
| 12 May 2017 Councillor Dennison | Councillor Dennison agreed to get a statement on the Council's position on Heathrow expansion. | Statement circulated ahead of May 2017 meeting |
| 20 January 2017 Cllr Mann Ian Dudding | Cllr Mann to be asked to reconsider the issue of offering different sizes/types of waste and recycling containers as appropriate. | Response received from Ian Dudding – 'The boxes were chosen following testing by focus groups. Councils such as ourselves have to take a number of aspects into account when selecting these items, for example considering things such as their storage capacity, their suitability for carrying / loading by the collection crews, and the need to minimise variants and hence to minimise bin stock sizes. Had we introduced different bin sizes that would have complicated all of these processes, and added a further logistical problem when seeking to ensure that residents had all been supplied with their chosen box, etc. So in summary it is normal practice to standardise the containers wherever possible, and we have adopted that approach.' |

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| 24 March 2017 Nabeel Kiayani | Amendments 1 & 2 that arose from March meeting – ‘Revised notes and matters arising’, have been completed. | Action completed – 28/04/17 |
| 24 March 2017 Laura James | Laura James to look into 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. |
| 24 March 2017 Desmond Adumekwe | Desmond to instruct planning enforcement team to include more detail about why the decision to not pursue planning enforcement is made | Update from Desmond Adumekwe: ‘Closure letters to complainants will now provide further detail as to why cases are considered resolved rather than the obligatory headline reason as previous.’ |
| 24 March 2017 Marilyn Smith Desmond Adumekwe | Planning officers to be reminded of the importance of confidentiality regarding the identity of complainants in planning enforcement cases | Response received from Marilyn Smith: ‘Can I assure all residents that planning and enforcement officers have been reminded of confidentiality for enforcement complainants, as promised at the meeting’ |
| 24 March 17 Sabeel Khan | Invite the Hounslow Highways contract manager to attend the May Forum meeting | Sabeel Khan, Highways Contract Manager, will attend May meeting |
| 22 April 16 Danalee Edmund | Resident Associations to be provided with a copy of the timetable for the next stage of the consultations on the plans for the Great West Corridor and West of the Borough when this is available. | The document ‘Local plan reviews indicative timetable’ provided by Danalee Edmund was circulated with the actions log on 21 March. |

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| 6 July 16 Marilyn Smith | Arrange write-up of enforcement process (including the process officers follow) as explained in the meeting of 6 July and breach of conditions process. This to be included in enforcement pages of council's website | The enforcement process is available on the Council's website on the following link: https://www.hounslow.gov.uk/downloads/file/372/planning_enforcement_information |
| 6 July 16 Marilyn Smith | Update forum in due course on progress of work to update residential extension guidelines | 'Hounslow Updated Residential Extension Guide Programme' document provided by Marilyn Smith circulated on 21 March. |
| 2 December 2016 Tim Hurley | Tim Hurley to liaise with Christine in regards to the 2 lampposts that have been chopped down but not removed | Christine reported to the Forum on 24 March that this action has now been resolved. |
| 2 December 2016 Cllr Dennison Marilyn Smith | Theo to look into the feasibility of co-opting 1 or 2 representatives from residents groups to make representations on behalf of residents at pre-application planning meetings | Councillor Dennison reported to the Forum on 24 March that this suggestion has been discussed with the chair of the planning committee and his decision is that this is not something he wishes to take up at this time. |
| 2 December 2016 Victoria Lawson | Can we have an update on the persistent complaints policy? | The final policy was circulated with the actions log on 21 March 2017. |
| 2 December 2016 Christine Diwell | Christine Diwell to clarify what the concerns are and Planning Enforcement to be added to agenda for March 2016 meeting | G15+ paper on planning enforcement circulated with meeting papers on 21 March 17. |
| 2 December 2016 Tim Hurley | Tim to feed back to Marie with regards to tree pits on Thorney Hedge Road, W4 | Marie reported to the Forum on 24 March that this has been resolved. |

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| <p>2 December 2016 Cllr Mann Cllr Dennison Richard Hamilton</p> | <p>Forum to be kept informed of developments relating to Heritage Lighting paper and officers/councillors to respond on feasibility of sharing the Heritage Lighting paper for comment before it is presented to cabinet for decision</p> | <p>Councillor Dennison agreed he would circulate the paper when it became available but ultimately had to amend the draft substantially when it was presented prior to Cabinet Briefing. Briefing discussed the issue at length before approving the report for publication, since when, various suggestions have been made that can be dealt with as part of implementing the programme. The paper that is going to Cabinet on 21 March 2017 can be found here: https://democraticservices.hounslow.gov.uk/ieListDocuments.aspx?CID=571&MID=9405</p> |
| <p>20 January 2017 Laura James Danalee Edmund</p> | <p>Request a list of all the Supplementary Planning Documents to be delivered as part of the Local Plan, with an expected timeline for their delivery.</p> | <p>Danalee Edmund has provided the following list of SPDs with indicative dates: SPD and Guidance</p> <ul style="list-style-type: none"> • Design and Extensions SPD- 2017 • HMO SPD- 2017/ 2018 • Brentford East Planning and Design SPD- 2017 • Feltham Ministry of Defence Brief SPD- 2017 • Noise SPD- 2017 • Air Quality Action Plan- 2017/2018 • Climate Change Strategy- 2017/2018 • Conservation Area Appraisal Batch 1 (Feltham Green/Town Centre; Bedfont Green; Grand Union Canal and Boston Manor) - 2017 |
| <p>20 January 2017 Cllr Curran Marilyn Smith</p> | <p>Cllr Curran agreed to discuss with Marilyn Smith how pollution can be made more of a factor in planning decisions.</p> | <p>Response provided by Surinderpal Suri 'Planning and environment' document circulated to Forum members on 21 March 2017.</p> |

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| <p>20 January 2017 Nabeel Kiayani</p> | <p>Ian Dudding's response to Marie's query regarding garden waste collection bags and bins to be circulated amongst forum and embedded in meeting notes for January 20th meeting</p> | <p>The response has been embedded in the notes, which have been circulated to all Forum members. The response is reproduced here: 'when subscriptions to the 2017/18 garden waste service year are invited, continuing subscribers will retain their existing containers - including those with (up to 2) sacks (if that is what they desire), with a tag or some other marker to denote they have paid for the 2017/18 year. New subscribers will receive new containers, and existing subscribers not continuing their subscription for 2017/18 will have their containers removed. Our new IT system will hold the list of residents that have subscribed and will identify these to the collection crews, who, in turn, can flag properties that have put out garden waste bins illegitimately (i.e. without having subscribed), which we will then not empty and/or remove.'</p> |
| <p>20 January 2017 Laura James</p> | <p>Meeting organised Friday 27 Jan to discuss revised actions log</p> | <p>Meeting took place on 27th of Jan. New action log format agreed.</p> |
| <p>20 January 2017 Forum Members</p> | <p>Members to contact Tim Hurley if there are any future issues in relation to maintenance of lampposts in alleyways.</p> | <p>Reminder included in email to Forum members of 10/02/17</p> |
| <p>20 January 2017 Nabeel Kiayani</p> | <p>Sue Austin's contact details to be circulated with the minutes. Forum members to contact Sue if they would like to join the website users group or if they would like her to attend their group.</p> | <p>Sue Austin's contact details were circulated following the 20 Jan meeting. Members can contact Sue on the following email address: susan.austin@hounslow.gov.uk</p> |

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| <p>20 January 2017 Laura James Mohsinul Alam</p> | <p>Contact street naming and numbering team to request an update on changes relating to the erasure of 'Feltham' from the names of things. Ensure that changes such as these are being consulted on and that residents are being made aware of these consultations.</p> | <p>A meeting was held with the Street Gazetteer, Naming and Numbering Officer on 1 Feb. He wished to reassure Residents of Feltham that the Council values the history of Feltham, and does not wish to see the name erased. He confirmed that Feltham Lodge is still called Feltham Lodge. The address is The Registry Office, Feltham Lodge, Harlington Road West, TW14 0JJ. He acknowledged that publishing naming and numbering consultations online would allow for greater public involvement and agreed to action this.</p> |
| <p>20 January 2017 Nabeel Kiayani</p> | <p>Circulate current Statement of Community Involvement to Forum mailing list.</p> | <p>Statement of Community Involvement circulated in email to Forum members of 10/02/17</p> |
| <p>2 December 2016 Cllr Mann Ian Dudding</p> | <p>Review waste and recycling auto response to check if it is rude</p> | <p>Ian Dudding has provided the following response: It is not rude per se, but I accept it is a little abrupt (basically not written particularly well). We are not able to amend it locally and have to have it changed by our central IT team. As we are working through a number of new service changes and improvements the intention is to review all of our standards and working practices and modify our communications and commitments accordingly.</p> |
| <p>2 December 2016 Laura James</p> | <p>Can we have an organogram of ReDe?</p> | <p>An updated organogram of ReDe was sent out by email on 26/01/17. Printed copies are being provided at the RAF meeting on 24 March.</p> |