

Northwick Road Development – MPC Liaison Team Issues Log

Date Received	Email Header	Reported by	Issue	Action Taken	Status
18/09/18	Rubbish	[REDACTED]	<p>I'm writing to express my sadness at the amount of rubbish EG Carters left on [REDACTED] land. I spent well over two hours yesterday removing plastic, cans, metal, bricks, wooden stakes and concrete not only from the land but in the hedgerows. The grass cuttings were never removed despite being told they will kill a horse so I have done it myself. I find it disrespectful that they could leave it like this when they promised it would be left as found. They were only allowed to put the wooden road in so no one else got hurt by the lorries coming into site. The rubbish I collected (including 10 metal winch straps) has been put over the fence by the swale and out onto the causeway. If you want to arrange for them or someone else to collect that would be lovely. No doubt I will be adding to it and possibly charging for my time!</p>	<p>Email had been CC'd to DJ of SWHS. DJ responded directly. See below.</p> <p><i>Thank you for your email. It is disappointing that this happened and good of you to undertake this clearing up. We will arrange for our grounds maintenance team to do a general clear up and collect this debris as soon as possible.</i></p> <p><i>I believe that the liaison email will be wound up this week. For future reference, you can email any queries or concerns to customerservices@swhs.org.uk, or feel free to call the office on 01934 750 780.</i></p> <p><i>Once again, thank you for reporting</i></p>	Closed

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10/09/18	Dumping	[REDACTED]	<p>Just to make you aware. The contractors have been dumping site waste into the field behind the houses. Stuart is aware and I hope will arrange to have it removed immediately. Apart from being inconsiderate the most worrying part is that it's grass cuttings. These will give horses a very bad colic and can be fatal (in most cases). It has rubbish in it and has been pushed into a big pile. I would like to know from SWHS what measures will be taken to ensure the new residents don't do this please. What will be erected to stop people crossing the swale (or going round it) and getting to the field</p>	<p>Email forwarded to SWHS. See response below.</p> <p><i>Thank you for forwarding the email. I visited this morning and it would seem the rubbish has indeed been removed. I have looked at the area with the swale with our Operations Director and we will be considering the best course of action to take to ensure the field adjacent to the development is not utilised in this way.</i></p> <p><i>I am expecting of course that our residents will respect the area that has been fenced off and do not foresee that this issue will arise. Please be assured however, that should this seem not to be the case it will be dealt with promptly by Society staff.</i></p> <p><i>I hope that this satisfies your correspondent, but don't hesitate to ask if there is anything else you would like to know</i></p>	Closed
11/09/18			Further email received with regard to subject matter.	SWHS sent a further response suggesting that the land user and SWHS should communicate directly. Relevant contact details were provided.	

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05/09/18	Hedgerow Clearance on Northwick Rd	[REDACTED]	<p>Could you tell me why residents have not been informed about hedgerow clearance on Northwick Rd today?</p> <p>As you can see a van with community pay back participants is parked on an already dangerous bend causing an obstruction.</p> <p>Not only that the participants have been throwing debris into the water course adjoining the White Horse Garden.</p> <p>In addition the hedgerow is only supposed to be cut back at certain times to comply with environmental regulations and South West Housing are supposed to be responsible for the ongoing maintenance of it, not local people as [REDACTED] told me was the case today?</p> <p>Could you therefore let me know who has given permission for this to take place and what the future maintenance plan for the hedgerow is?</p>	<p>Following response sent to [REDACTED] on 07/09/18 from MPC.</p> <p><i>Thank you for your recent emails regarding the hedgerow cutting project at the junction of Vole Road/Northwick Road.</i></p> <p><i>On this occasion, the Parish Council gave permission for and managed the project.</i></p> <p><i>Your concerns regarding road safety are acknowledged. The junction does present inherent challenges to pedestrians, drivers, cyclists and others and thus reasonable effort was taken to ensure the safety of those performing the work, road users and to keep inconvenience to a minimum. There was full and continuing consultation with the on-site Community Penalty team manager providing the workforce. Most drivers contributed by taking a diversion.</i></p> <p><i>The Parish Council is very much aware that hedgerow trimming is forbidden between March 1st and September 1st and thus it was perfectly acceptable and reasonable for this task to be performed on the 4th September. Of interest is that when farmers trim hedges and verges, road users and residents are not usually informed.</i></p> <p><i>As for future maintenance of this area, this is still to be determined as one side of the road is the responsibility of Highways and the other side of Sedgemoor District Council. As I am sure you are aware, property occupiers are responsible for keeping public spaces free of hazards, such as hedgerow and overhanging trees and shrubs. An authority can encourage occupiers to comply.</i></p>	Closed

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03/09/18	Speeding lorry	[REDACTED]	Just a quick note to ask Stuart if he might have a quiet word with the A M Beaton delivery lorry drivers who I understand are delivering to the site.. I was conducting speedwatch today on the Causeway and we clocked an A M Beaton lorry registration X66 LJR at 36 mph. I believe he may have been delivering to the Northwick site. It is unusual for lorries to be in excess of the 30mph limit and so was very noticeable. The time of the lorry was 11.31 heading East. He returned past us about 20 minutes later.	Forwarded to EGC. No response received, development opened on September 13th, therefore no further action required.	Closed
01/09/18	Noise	[REDACTED]	It is 7.34 and a cement lorry has arrived on site and is clearly making a lot of noise. We keep being told that this should not be happening and Donna keeps apologizing but it KEEPS happening. This is so unfair to the residents to be awoken at this hour on a Saturday	Forwarded to EGC. See response below. <i>I will deal with our subcontractor on this, ultimately its our site so our responsibility but all arranged through our subcontractor, they know the rules, I will deal with it.</i>	Closed

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Date Received	Email Header	Reported by	Issue	Action Taken	Status
23/08/18	Early starts again	[REDACTED]	<p>Just how many times do the residents of Northwick have to endure early starts on the site. It's happening time and time again. We never get an apology and it continues. I've come to the conclusion EG Carter don't actually care and continue to blatantly flout permissions as there is no consequences.</p> <p>Today we were treated to a cement mixer delivering at 7.20am. He then blew his horn as he was leaving, reversing out onto the causeway with no banksman</p> <p>After leaving at 7.35 the lorry turned around on the causeway and came back to deliver some more. !!!</p>	<p>Forwarded to SWHS. See response below.</p> <p><i>We truly are sorry that these slip ups continue to occur. I cannot accept that apologies are not made, and I know that the contractor endeavours always to ensure any workers on the site comply with requirements. Most times this is adhered to, however some of the delivery personnel that arrive are not heeding instruction.</i></p> <p><i>Today E G Carter have reiterated again the importance of not starting work until 8am. They will continue to do so for the short time that is left for work to be undertaken on site. Both the contractor and the Society care very much about trying to maintain good relations with our neighbours if we can, most importantly because twelve new dwellings will have people living in them soon, whom we hope will be welcomed.</i></p> <p><i>Please be assured that for the duration of the build, which is now in its last weeks, we will continue to ensure insofar as we possibly can, that people are not disturbed before 8am.</i></p>	Closed
22/08/18	Planning Breach	[REDACTED]	<p>Machinery noise 7.50 a.m today. Machinery noise 7.50 a.m today.</p>	<p>Forwarded to SWHS. See response below.</p> <p><i>Thank you again for advising of the start ten minutes earlier than allowed for. I have confirmed with the contractor that they continue as always to use best endeavours to ensure machinery is not started before 8am. They have reiterated again this requirement. I hope that these last few days of construction will see no more starts until 8am.</i></p>	Closed
21/08/18	Early Start	[REDACTED]	<p>The JCB started up and loaded a lorry with rubble at 7.50 this morning. This is in contravention of the planning permission. It was also very noisy</p>	<p>Forwarded to SWHS and EGC. See subsequent responses re early start times.</p>	Closed

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20/08/18	Garages	██████████	You maybe aware that Carter's needed to bring in a drain cctv today, in doing so they have caused massive subsidence to the new tarmac in the garage forecourt. Could this be repaired please. It's in front of the wooden gates.	Emails forwarded to EGC. MPC Liaison also visited site. See response below from SD of EGC.	Closed
21/08/18	Subsidence	██████████	Email also received from ██████████ regarding the same issue.	<i>This small area will be sorted next week when tarmac due on site. For records its est 2ft circle. Not sure what has caused this, but we will investigate and rectify accordingly.</i>	
29/08/18	Pothole / Subsidence	██████████	Email received stating repair had not been completed yesterday as previously stated.	Email sent to TC at EGC. Work completed on the 30/09/18	
16/08/18	Lights	██████████	Just a quick query: can we find out why the lights are left on all night in the new houses? Seems an awful waste of electricity and because there are no screens, quite invasive to the Northwick residents. Thank you	Forwarded to EGC. No response received, project opened on September 13th, therefore no further action required.	Closed

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15/08/18	Site	[REDACTED]	<p>Written on behalf of the residents of Northwick road. Please can you remind the site that vehicles attending the site do not park on the green in front of our houses - as the 2 Openreach vans did today. This week we have also had to endure machinery moving before 8am, lots of shouting and a loud radio. Residents have also voiced concerns to WW that the sewerage station at the back of the garages has been left open for weeks - not only does it house a sewerage pit but a 415volt sub station. We note that WW were told by the site that it has always been closed at night and that the residents are causing trouble as they don't want the houses. We feel this is unjust and a lie. For one the station is still not secure and a few of the Northwick residents have family members applying for the houses - its the way its been managed that we object too.</p> <p>Lastly on a personal note there is still rubbish being left at the top of the site even though there is a bin, I pick it up nightly and it is becoming increasingly difficult to obtain access to the field as more stone has been dumped where it shouldn't be</p>	<p>Forwarded to SDC of EGC. See response below</p> <p><i>Openreach are carrying out works on site but need to also work from their chamber within the green, they are a utility provider not a sub contractor it would be no different to working on the same chamber for no1-12 Northwick Road. They should complete their works tomorrow but they will be working from this chamber in the green and working from within the vans to carry out these operations.</i></p> <p><i>As for the Wessex water area, this has taken slightly longer than hoped but the gates should be back on tomorrow, heras fencing is in place of the gates so it would be a case of breaking and entering and trespassing. All these chambers are under lock and key.</i></p> <p><i>I haven't the time or any reason to discuss personal opinions of the locals to any supplier or persons, I'm purely here to build 12 homes for the area. We have a comments and complaints box at the site entrance if any feedback on our performance would like to be posted.</i></p> <p><i>With regards to the material incorrectly tipped at the top of the haul road, this was being moved today and should have been shifted by now, if not will be finished in the morning.</i></p>	Closed

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14/08/18	7:53 breach of planning condition	██████████	Machinery noise and shouting from site.	No action taken, email accidentally overlooked by MPC.	Closed
16/08/18	Planning breach	██████████	Machinery noise from 7.35 this morning. As I am no longer receiving responses to my emails I assume liaison is no longer liaising and defunct? The contractors are anything but considerate and are ignoring residents concerns.	Email forwarded to SD at EGC. See response below. <i>I personally wasn't on site this morning until mid morning so cannot comment fully on the below, I have discussed with my operative on site and he mentioned and early delivery that arrived on the haul road and had to turn off his engine, maybe this is the noise that came at 7.35. I can't imagine after so many months the guys would use the machines the one morning I'm not there. With regards to no response, I'm sure a response within 24hours is adequate.</i>	Closed
22/08/18	Machinery noise at 7:50am today	██████████	Machinery noise 7.50 a.m today. Just how many times do the residents of Northwick have to endure early starts on the site. It's happening time and time again. We never get an apology and it continues. I've come to the conclusion EG Carter don't actually care and continue to blatantly flout permissions as there is no consequences.	Email forwarded to DJ at SWHS. See response below. <i>Thank you again for advising of the start ten minutes earlier than allowed for. I have confirmed with the contractor that they continue as always to use best endeavours to ensure machinery is not started before 8am. They have reiterated again this requirement. I hope that these last few days of construction will see no more starts until 8am.</i>	Closed
23/08/18	Early starts again	██████████	Today we were treated to a cement mixer delivering at 7.20am. He then blew his horn as he was leaving, reversing out onto the causeway with no banksman. Update. After leaving at 7.35 the lorry turned around on the causeway and came back to deliver some more. !!!	Email forwarded to DJ at SWHS. See response below. <i>We truly are sorry that these slip ups continue to occur. I cannot accept that apologies are not made, and I know that the contractor endeavours always to ensure any workers on the site comply with requirements. Most times this is adhered to, however some of the delivery personnel that arrive are not heeding instruction. Today E G Carter have reiterated again the importance of not starting work until 8am. They will continue to do so for the short time that is left for work to be undertaken on site. Both the contractor and the Society care very much about trying to maintain good relations with our neighbours if we can, most importantly because twelve new</i>	Closed

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				<p><i>dwelling will have people living in them soon, whom we hope will be welcomed.</i></p> <p><i>Please be assured that for the duration of the build, which is now in its last weeks, we will continue to ensure insofar as we possibly can, that people are not disturbed before 8am.</i></p>	
07/08/18	Northwick Road issue	██████████	SD advised that a member of the public had attended the site unannounced.	MPC sent an email to residents asking them to refrain from doing this for their own safety.	Closed
06/08/18	Noise Pollution	██████████	<p>This level of noise is what residents have to put up with 6 days a week due to this illegal housing scheme. What compensation has been arranged for those affected? Perhaps you would like to put this up on the Parish website for 'historical purposes'?</p> <p>Video recording also attached.</p>	<p>MPC Liaison sent the following response to ██████████</p> <p><i>Thank you for your email. Unfortunately the video you attached is not playable.</i></p> <p>(**NOTE: The video was subsequently downloaded.) The level of sound and types of noises recorded were considered to be typical of that of any building site, nothing exceptional was noted.</p> <p><i>Also please would you provide a date and time of when this was recorded. I'd also like to ask if you or any other residents have lodged a formal complaint in respect of the noise with the environment agency or any other agency.</i></p> <p>The following responses was received from ██████████</p> <p><i>Recorded at 8.10 this morning. I can send you one every morning if you like for your records. I thought it was liaisons role to liaise between the residents and the relevant authorities?</i></p> <p>MPC advised ██████████ that it was not the role of the Liaison team to report issues to the relevant authorities on behalf of individual residents but were there to liaise between residents, the developers and the contractors.</p> <p>MPC requested EGC to once again remind their operatives of the need to be considerate and to abide by the site requirements.</p>	Closed

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06/08/18	False Promises	██████████	<p>Please see below a text I've just sent to Stuart Durrans.</p> <p>I have emails stating rubbish and signs were being collected. All false. It's disgusting the state they have left Northwick verges in. There are signs in ditches. Sandbags in hedges and general rubbish everywhere. Why as residents are we being fobbed off again</p> <p>I've just spent 25 mins clearing rubbish from the car park! So much for a bin and asking them to use it. It's all Greggs bags and cans. (at least 6 Rio ones !!) plus up turned screws on the walk way and still planks with nails in. I also unearthed a pile of fence holders buried in the grass. I really don't want to be sending carters my vets bill but I will if my horses injure themselves on builders rubbish and I certainly don't want it in my hay.</p> <p>When are you clearing the field because I'd like to talk to you about what's happening when.</p>	<p>Email forwarded to SD at EGC, following response received.</p> <p><i>I cannot condone someone emptying the contents of their van and not using the skips provided as for sure they wouldn't do this at home however I'm not entirely sure where ██████ has been tidying as our main car park is further down our haul road away from the horses traffic, please don't assume I am trying to defend any of these as the last thing I want is harm to come to these horses but please may I add the horses were never intended to use both field and crossing our haul road, EG Carter have purchased many heras fence to free up both fields for the horse to roam in.</i></p> <p><i>With regards to the signs in the verges, we have hired a traffic management company to carry out all our road closures to ensure this is done correctly, we are still awaiting these to be collected and as per my previous emails on this once completed and collected their signs and sandbags I will do a full sweep of the verges. We have chased this up again yesterday and will continue to do so.</i></p> <p>The following email was also received from DJ of SWHS.</p>	Closed
07/08/18	Northwick Road issues	██████████	<p>An additional email was also received from ██████, confirming the actions and details on the agreed access for the horses.</p> <p>AH also sent a further note confirming the signs had been collected.</p>	<p><i>In light of recent e-mails regarding noise, inappropriate language and rubbish; I would like to emphasise that from the point of view of the society, E G Carter have worked tirelessly throughout this build to try insofar as is reasonably possible to work with our neighbours on Northwick Road and others living close by, in a positive and friendly manner. I have a great respect for the efforts they have and continue to make. During my many visits to Mark I have noted nothing other than care and attention being paid to respect for the land and the people around it. There have been times when circumstances beyond our control have caused difficulty, though I do believe that swift action has always been taken in order to mitigate these issues.</i></p> <p><i>I know that Stuart will continue to do this and will take issue with anyone who may not behave in a considerate way towards those having to bear the</i></p>	

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				<p><i>brunt of the construction. We are now nearing the end of the build phase when a lot happens very quickly and the fruits of the labour will be seen. I sign off in the fervent hope that as new families and neighbours move into Tuckers Close, the true spirit of the countryside will be demonstrated through the welcoming of new residents in a positive and friendly way.</i></p> <p>A further email was received from SD, regarding the agreed access for the horses and future planned actions in respect of the haul road.</p>	
27/07/18	Breach of start time	[REDACTED]	<p>Could you tell me why machinery, hammering and shouting is being permitted well before the permitted 8 am start time please? 7.24 a.m. today. 8 am is already unreasonable for residents who work shifts and who have children on holiday.</p> <p>Also, the crescent is being used for parking by visitors to the site, when it shouldn't be.</p>	<p>Email sent to SD for an explanation. See response below.</p> <p><i>I was onsite at 7:10 this morning no machinery was started on site until 8am. Please could you clarify what visitors have parked in the crescent? As far as I'm aware no visitors are parked in the crescent. I'm sure the residents will be pleased to know Northwick Road is being resurfaced today.</i></p> <p>Email forwarded to [REDACTED]. Awaiting response re parking issues.</p>	Closed
19/08/18				<p>No reply received from [REDACTED] therefore issue closed</p>	

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Date Received	Email Header	Reported by	Issue	Action Taken	Status
26/07/18	Rubble etc. in none designated areas	[REDACTED]	Further to email last week there is still no bin. Lots of rubbish still and more rubble! The signs have not been moved In fact, nothing has changed!	<p>Email sent to SD for an explanation. See response below.</p> <p><i>Skips and bins are now stored adjacent to the bog mats opposite one of the areas the operatives park. The haul road is monitored regularly, and material is being moved from this area daily and over the next couple of weeks majority will be removed for us to the look at restoring the landowners field. With regards to the rubble, I have discussed with the landowner and agreed for us to take up no more area than that which we held originally. As we have moved topsoil to site we have replaced this area with a small section of stone for parking all agreed with the Landowner. On Monday, we had a full day of 20T lorries removing rubble from site & side of the haul road, so I would disagree with the comment about there being more. Following our road closure coming to an end and collection of signage on Monday morning we will carry out a full sweep of the area for any leftovers that may be left.</i></p> <p>JH also offered to meet with [REDACTED] at site to see the issues first hand. This was not taken up. JH did visit the site, but was unable to identify the areas of concern.</p>	Closed

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Date Received	Email Header	Reported by	Issue	Action Taken	Status
26/07/18	Road Closure	[REDACTED]	<p>Once again, I feel the need to email you. As you are aware there is a road closure in place for Northwick rd. And this should incorporate the cul-de-sac of houses here, with the exit for these houses onto vole road. As seems normal there is nothing stopping anyone from using the cul-de-sac as a way through to Northwick Road and both yesterday and today we have had quite a few cars etc. do this, including Stuart Durrans to park his car in the closed off bit and also other staff members in carter vans. We have young children on holiday as you and carters are aware and in the interest of safety, the end of this cul-de-sac is part of the closure and vehicles should be prevented from entry however annoying for householders, site staff etc.</p>	<p>Email sent to SD for an explanation See response below.</p> <p><i>I can confirm I used the cul-de-sac with my taxed and insured vehicle to manoeuvre round yes, I didn't park in the cul-de-sac.</i></p> <p><i>I have kept the closure to a minimum for the good of our neighbours until the end of the week when we tarmac and the full extent will be required. By having our closure where it currently is it allowed our neighbours to access Northwick Road from both entrances but this is obviously not required I have met with all the highways authorities yesterday and they agreed with our closure procedure.</i></p> <p>EGC subsequently advised they had altered the closure to address the concerns expressed by Mrs Smith.</p>	Closed
24/07/18	Early morning starts	[REDACTED]	<p>We are having a few problems with early morning starts on the Northwick site, I do think that to be woken at 6.40am by men stood on site loudly chatting etc, and others this morning throwing fence boards around, sawing, hammering, and making enough noise to wake us up unacceptable. It has been bad enough with all the dust from the site blowing over here, people trying to park in the close, garages and now even jubilee gardens and walking around. These are not one off incidents and most mornings they have become alarm clocks.</p>	<p>Email sent to SD for an explanation. See response below.</p> <p><i>I received a call this morning to make me aware of this, for some reason my fencers arrived rather early this morning and I have had a word. As for the remainder;</i></p> <p><i>Parking in the area opposite site – a few times a new contractor has parked over there and has been swiftly removed and reminded of signs etc</i></p> <p><i>Garages – part of the build process</i></p> <p><i>Jubilee gardens – unsure what this means as we don't access anywhere near this</i></p>	Closed

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18/07/18	Northwick	[REDACTED]	<p>I'm just letting liaison team know that I've had cause to contact Mr Carter today due to the state the field is being left in.</p> <p>Yesterday two large mounds of rubble were left in front of our field access. I contacted [REDACTED] who informed me that Carters have only been given permission to have the roadway and the grass mound on his field. They do not have permission to dump rubble nor make extra hard standing. He asked if we would talk with Stuart Durrans as we are renting the land and have had dealings with him. Will went to see Stuart this morning. He was told they were putting the rubble down to level so they could park vehicles. Will told him he couldn't and got short shrift basically intimating they now have nowhere to park the builder's vehicles whilst they sort the front of the houses so don't complain when they park on the road!</p> <p>I am concerned they will park in Northwick crescent!</p> <p>The rubble was full of metal and wood with nails sticking out. Not really horse friendly or good for the ground. This MUST all be removed before making good and returning to grass.</p> <p>The litter left is awful. I regularly go and pick it up, Cans etc. that again must not be put into the ground.</p> <p>I note the sandbags and signs are still lying in the hedges and the frames are still in the ditch!!! Why do we have to wait for them to be tidied up?</p> <p>** Photos also supplied **</p> <p>Additional email received as below</p> <p>The rubble piles are blocking access to the field. The pic of metal and wood is what I removed from the piles although there was lots more and the pic of the rubbish I removed from the grass beside where the builders park next to the field although again there is more. All pictures were taken Friday 13th July- I have more showing the pea gravel, sand that they have put on the field</p>	<p>Email sent to SD for an explanation. See response below.</p> <p><i>This was all dealt with yesterday, I agreed the rubbish isn't acceptable and will speak with all contractors but a permanent bin will be stored by the vehicles so no excuses on untidiness on their parts from now on. With regards to the rubble the intention is never for this to be dumped and left in the field this isn't how E G Carter operate. Any temp car park use will be removed and sorted when the field is re-instated once removed. There will be a car parking area formed offsite whilst the frontage of the site is formed and completed, I have discussed this with the landowner yesterday and a position agreed. The photos in question are no more including the heaps of rumble, these have been moved and the [REDACTED] renting the field can move horses freely to which I confirm to them yesterday this was taking place yesterday afternoon. I have never discussed vehicles to be parked in the already busy area opposite site, the same rules will apply.</i></p> <p><i>For your record purposes, I will take a photo of the area in question and the removed rubble.</i></p>	Closed
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			and the areas they have made that they've not had permission for.		
13/07/18	Garages	[REDACTED]	<p>I've been trying to get money back for my garage. It's now been 4 weeks (ISH) since I contacted you about this issue.</p> <p>Terry Conley keeps saying Duncan Harvey will contact me. He hasn't.</p> <p>I tried contacting him(15pprox) but haven't been able too. I've left messages with my contact details but still no response.</p> <p>I really don't see why I've had to be out of pocket to the tune of 12 weeks 15pprox.. That is 2 road closures and 4 weeks to get through the garages. This still isn't finished as the wall and road surface have yet to be redone. So it could be longer.</p>	<p>02/07/18 – Email sent to [REDACTED] assuring him this issue was being addressed.</p> <p>06/07/18 – Note received from DJ of SWHS advising that she has agreed to pay a 12 week garage rental refund to [REDACTED]</p>	Closed

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Date Received	Email Header	Reported by	Issue	Action Taken	Status
2/07/18	Affordable Housing	[REDACTED]	<p>Question ! New houses for local residents in Mark. How is it that my daughter is not eligible because we have only lived here for 14 months having moved long distance from Cheddar (lived there for 25+ years). Guy she sat next to was from Highbridge and he is eligible!! My daughter is no longer eligible for Cheddar because we don't live there any more. How does this system work?</p>	<p>JH accessed Facebook conversation and provided the following response.</p> <p><i>The allocation criteria was carefully considered and defined over several meetings and discussions and is purposely biased towards those that have close connections to the village of Mark. There are many reasons for this. [REDACTED] is indeed eligible to bid for one of the properties, but those with closer connections as defined in the allocation criteria will get priority over her. I have asked her to contact me directly so I can explain to her in more detail.</i></p> <p>28/6 – Chased [REDACTED] as no contact had been made with JH. [REDACTED] advised she is away until next week. Provided her with the below information.</p> <p><i>I assume you are registered on the 'Homes for Sedgemoor' register, if not this should be your priority. If so then you are ok to bid when the homes go on Homefinder from the 10/07 July until Sunday evening the 15th July. As a category 9 you are most definitely eligible to bid, but those with a more established connection to Mark will be given priority, so it depends on how many bids there are, and what depth of connection the applicants have to Mark as to whether you'd actually be successful. Hope this helps.</i></p> <p>27/07/18 – No further communication received from [REDACTED] therefore closed item.</p>	Closed
25/06/18	No subject	[REDACTED]	<p>This morning I had recourse to visit the site to ask the workers to stop shouting at each other from one side of the yard to the other. I asked them to hold their conversations within an audible distance of each other as it was 7.10 and even though I am awake at that hour, not everyone is.</p>	<p>No further action required. Note was sent for information only.</p>	Closed

Northwick Road Development – MPC Liaison Team Issues Log

Date Received	Email Header	Reported by	Issue	Action Taken	Status
20/6/18	Garages on Northwick road	[REDACTED]	<p>Further to my email last week re the garages on Northwick rd, the situation has again gone down hill.</p> <p>After reportedly leaving full access to the garages this is the situation tonight (please see attached photos).</p> <p>Only half of the garages are able to be used as such.</p> <p>With regards to the garages being accessible on Friday morning, if this in fact was the case why did [REDACTED] have to complain about the road sweeper turning in her yard when the garages were allegedly available to turn in?</p> <p>If Carter's were using a mole boring system can I ask why the need to dig up the garages at all? As seen in their photo they have quite clearly had to dig a trench.</p>	<p>12/06 – Email sent to EGC. See response below.</p> <p><i>We are continuing through the garages, I had a meeting with Wessex water on site yesterday and they have requested an alteration to the drain run into their area hence the larger than expected presence of fencing. Drainage was always being excavated through the garages, the moling has occurred beneath Northwick Road and then stopped at the entrance (where the pit was located) and continued traditionally.</i></p> <p><i>Moling can only be carried out in straight runs hence why it couldn't continue in one run.</i></p>	Closed

Northwick Road Development – MPC Liaison Team Issues Log

Date Received	Email Header	Reported by	Issue	Action Taken	Status
11/06/18	Contractors Turning	[REDACTED]	Vehicles using stable access as a turning point. Poor road surface Radio noise Builders rubbish, sandbags and empty signs on the verges.	8/6/18 – Note sent to [REDACTED] acknowledging her concerns and that they would be investigated. [REDACTED] was also requested to provide date details of loud radio playing as it was understood this issue had now been successfully addressed. MPC member visited the site to establish an understanding of the issues. Email sent to SD and TC requesting they advise contractors that the stable yard access is not an acceptable turning point. Also requested that 2 x sandbags be removed from Vole Rd/Northwick Road and signs thrown into the ditch by the scrap yard be removed. No other evidence of rubbish or associated debris was found. EGC were also requested to confirm that once road access to the site was fully complete to provide reassurance that the impacted section of Northwick Road will be re-instated to its previous condition. 9/16/18 Email received from EGC confirming action of all requested items and reassurance that the road surface will be restored to the appropriate condition after the works are complete. 29/06/18 – No further details received from AH in respect of loud radio playing. Item therefore considered closed.	Closed
08/06/18	Working on a Sunday	[REDACTED]	There is a Walton van parked in the crescent in Northwick Road and is working in the road. I assume that the planning permission conditions extend to sub contractors and Sunday workings? Been here since 0730 and has been banging about and making phone calls	Email sent to EGC for comment. Work was being undertaken by a contractor for Bristol Water and not under the jurisdiction of EGC. A note has been sent to SCC for an explanation as to why this work was being undertaken on a Sunday. It was originally scheduled for the Friday but did not materialise. 15/6/18 – Email received from Streetworks advising that Bristol Water Subcontractors have been fined for this overrun of planned work. Note: Whilst this is project related it is not a SWHS/EGC issue	Closed

Northwick Road Development – MPC Liaison Team Issues Log

Date Received	Email Header	Reported by	Issue	Action Taken	Status
03/06/18	Bind & Garages Garages on Northwick Road	[REDACTED]	[REDACTED] has asked me to ask for compensation for not being able to access the garages for three weeks now. He still has to pay rent on them to SDC but is unable to enjoy their utility. A further note received from [REDACTED] expressing his concern in respect of loss of garage access and compensation	Note forwarded to EGC and SWHS for comment Note forwarded to SD and TC of EGC for comment. SD advised TC had been in contact with [REDACTED] and SDC during the day and will further liaise on Monday. 25/06 - SDC Affordable Housing Team have been requested to investigate further. It has been stated that any monies due is not compensation, but is a rebate against the rent of the garages. Under normal circumstances, there would be no rebate from a local authority, she is not aware of any agreement between SWHS and SDC to finance rebates. 06/07/18 – Note received from DJ of SWHS advising that she has agreed to pay a 12 week garage rental refund to [REDACTED]	Closed
24/05/18 08/06/18	Bind & Garages	[REDACTED]	The bins were not collected today with the reason being that the road is closed. We have been assured that all services would be able to continue during the road closure times and so can Carter arrange with Somerset Waste Partnership to have the bins collected as soon as possible as they are full.	JH requested [REDACTED] in his capacity as District Councillor to contact Somerset Waste Partnership. Subsequent email received from them providing detailed reasons and actions to be taken. (Note: Response labelled as 'no subject')	Closed
24/05/18	Carters	[REDACTED]	There is an issue with the rubbish the workers are discarding. [REDACTED] can tell you more about this	JH wrote to EGC. Response below <i>this was dealt with yesterday morning. [REDACTED] had kindly some on our haul road (causeway end) whilst moving the horses (which she shouldn't have to), I have spoken to her twice since. One being this morning.</i>	Closed
23/05/18	Carters	[REDACTED]	Please tell me how having a radio blaring away all day is being considerate to neighbours? The construction plan specifically stated that this would not occur?	JH liaised with EGC. 22/05/18 - SD has undertaken to ensure this does not occur again. [REDACTED] confirmed she had not heard any more noise since her report on the 18 th .	Closed

Northwick Road Development – MPC Liaison Team Issues Log

Date Received	Email Header	Reported by	Issue	Action Taken	Status
18/05/18	Clarification re affordable housing	[REDACTED]	<p>Could we ask SW Housing to clarify the criteria for allocation please?</p> <p>I have been contacted by [REDACTED] who lives in Mark who has applied. He received a letter confirming his registration but it went on to say that he was a 'Bronze' level of applicant and that Gold and Silver levels would be given priority based on income, need etc. He now thinks that he will not be allocated a home as he doesn't meet the criteria of need. He is also communicating this to locals who are evidently being put off the idea of even applying because they think that (for an example) a single parent on low income living out of the area would get priority. I don't want to comment back to him until we receive an absolute assurance either way.</p> <p>My understanding from the AGM meeting was that allocation was purely on a geographical basis in the first wave of priority</p>	<p>JH requested clarification from DJ and also re-distributed the Allocations criteria to all MPC members.</p> <p><i>To confirm that allocations will be made strictly in accordance with the categories set out e.g. all category one applicants will have first priority. If within this category we have more applicants than we have properties, then the Society will assign priority on the basis of the bronze, silver, gold categories on Somerset Home finder.</i></p> <p><i>For example – if we had 10 applicants and only two houses and they all satisfied category one, then those with a higher level of need within this group will be allocated the properties.</i></p> <p><i>Allocating in this way ensures transparency and fairness where there may be competing interest for a finite number of homes.</i></p> <p>Note: Categories refer to the applicant's residential connection to the Parish of Mark and are hierarchal.</p>	Closed
17/05/18	Northwick Building Site	[REDACTED]	<p>I am saddened that I am having to again request that building doesn't start before 8am on the site. This morning - Wednesday 16th May I was awoken by hammering at 7.40am and then a lorry arrived and collected workings. The building isn't supposed to start till 8am so why do they keep starting before?</p> <p>Also we are having to endure loud music being blared out of the site. [REDACTED] this morning requested that they turn it down and she received shouted comments regarding her request (which weren't nice) from a builder and nothing happened. The music is still playing loudly now at 4pm! It wouldn't be considerate for a neighbour to do this all day everyday so loudly so we are not sure why we have to endure it from the building site that is so close to our houses.</p>	<p>JH wrote to EGC.</p> <p>Their response in summary. Work can start on site from 07:30am, but no heavy machinery to be started before 8am.</p> <p>EGC will re-iterate this to the site operatives.</p> <p>They have also been spoken with in respect of the loud music reports.</p>	Closed

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Date Received	Email Header	Reported by	Issue	Action Taken	Status
16/05/18	Fork Lift	[REDACTED]	Forklift truck accessing garages via Northwick Road	<p>JH wrote to EGC. Response below.</p> <p><i>The forklift made use of the route once and was assisted by myself in watching it through the route with no disruption caused. I discussed this with resident, they seemed to understand but obviously not.</i></p> <p><i>The forklift will not enter the area from now on for any reason.</i></p>	Closed
15/05/18	Vole Road, Mark, closure Signs	[REDACTED]	Misleading road closure signs placed at the junction of Vole Road	<p>JH wrote to Highways. Investigation revealed the signs were incorrectly sited and were related to Gigaclear work in Pill Road</p> <p>Signs were removed.</p> <p>This is not a Project related issue</p>	Closed
27/04/18	Northwick Site, - Recent Theft	[REDACTED]	<p>I have today been informed that there has been yet another robbery from the construction site. I raised security as one of the major concerns I had to the development going ahead in one of my original letters. It is a well known fact that construction sites are a target for thieves.</p> <p>I would like to know what security measures are going to be put in place, as now the spotlight has been shone on our neighbourhood all our properties are more vulnerable?</p>	<p>JD wrote to SD. Response received below.</p> <p><i>We are now able to lock to delivery entrance gate off the causeway due to [REDACTED] locating their horses in the near field and with their approval whereas before this had to be left unlocked for the landowner to access. This will ordinarily stop free flowing movement into the field where unwanted guests may choose to visit.</i></p> <p><i>We will also be installing some security cameras in the coming days to add to the additional security gates.</i></p>	Closed

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Date Received	Email Header	Reported by	Issue	Action Taken	Status
23/4/18	Incessant vehicle reverse warning noise	[REDACTED]	<p>Everyone in the vicinity of your building site is fed up with the unrelenting noise that we have had to endure every week day (and now Saturdays it seems) since November 2017. Today there seems to be an orchestra of vehicle reversing alarms! How does this fit with the Considerate Contractor scheme?</p>	<p>Several Emails and a phone call between SDurrant and MPC Liaison and the complainant. <i>They are safety warning alarms for a reason unfortunately, some machines are fitted with them not only when reversing but when moving in any direction.</i> <i>As below, please feel free to come along to witness. I will not put the safety of my operatives at risk.</i> <i>EG Carter are a considerate contractor to all, we also pride ourselves on the health and safety of our operatives on site to which my aim is for them to go home every night unharmed. We keep the noise to a minimum where possible, reversing where/when necessary. I'm unsure if the request is for us to remove the reverse safety alarms or not, but this will not be the case as a matter of health and safety.</i> <i>Please feel free to come along to site and witness the orchestra of alarms if required for your records.</i></p>	Closed
13/4/18	Northwick Road, - Works past 6pm	[REDACTED]	<p>Notice of need to work past 6pm, all relevant authorities were advised</p>	<p>None required. No complaints received from residents.</p>	Closed
11/4/18	Breach of Data Protection	[REDACTED]	<p>It has come to my attention that yet again you are in breach of UK data protection laws. At no point have I given you permission to disclose my name on your newly published activity log on the Parish website. Note: This relates to the publishing of the 'issues log' on the Parish Council Website, initially posted on the 3rd April, but withdrawn from view within 5 minutes. Thus only accessible by those already fully conversant with the issues and was not publically available until 7th April afternoon after all names had been redacted..</p>	<p>A thorough investigation was undertaken by NDB/JH and a detailed report produced. Whilst there was technically a breach, this was unintentional and no damage was caused.</p>	Closed

Northwick Road Development – MPC Liaison Team Issues Log

Date Received	Email Header	Reported by	Issue	Action Taken	Status
7/4/18	Office Light	[REDACTED]	Just in case you receive a few emails regarding the light being left on to the office, I am aware of it and one of the guys will deal with it hopefully, one of the neighbours called me, I'm however unable to return to sort myself. This shouldn't overly be an issue to anyone but just in case, we are dealing with it. Apologies in advance!	None required, handled by EG Carter. No further reports received from local residents. Many thanks	Closed
29/03/18		[REDACTED]	Carters have been very good but have started work at 0755 this morning. This is in contravention of the planning permission. Could you ask them to ensure that they start at or after 0800 please	Email sent to SDurrans. Response as follows. <i>My apologies for the early wake up call, I got caught up at home this morning and didn't arrive until 8:15 so was unaware of this. I will have a word with the guys on site.</i>	Closed
22/03/18	Cement Lorry	[REDACTED]	Sorry to bother you but a Hanson cement lorry has just driven down Northwick Road and then driven into the Carters site via the Causeway	Email sent to SDurrans for explanation. <i>Not too much to comment on in all honesty, [REDACTED] made myself aware of this lorry driving down Northwick Road via text earlier today – I also noticed from the office window. I then spoke with our subcontractor carrying out the concrete pour who provided me their information sheet which they pass onto the concrete company showing the correct delivery postcode (this being TA9 4QJ – which is off the causeway), the concrete company failed to pass this onto their driver correctly instead noting Northwick Road. Since this delivery, our subcontractor acted swiftly in resolving and 2no concrete lorries came to site via the correct entrance. We can only apologise for this lapse from the concrete company, as all deliveries have been running swiftly for several weeks now I had hoped we had got past this issue.</i>	Closed
14/03/18	Verbal report at PC meeting and Email response 'Highway Defects, Mark'	[REDACTED]	there are potholes between the affordable housing development site and the equestrian stables	Richard Young, Parish Clerk reported issue to County Roads for Sedgemoor. See response below. <i>The deterioration at Northwick Road is being dealt with by our Streetworks office, as this is as a result of the development works.</i>	Closed


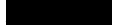


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14/03/18	Northwick Road Site, sent to DJ SWHS and copied to MPC	[REDACTED]	Various statements in respect of SWHS approach, the project as a whole, and how it has impacted local residents. Refer to email for full details.	<p>DJ sent an email response to [REDACTED] on the 19th March.</p> <p><i>Thank you for your email. I am really very sorry that you have an opinion that doesn't reflect the Society's intention. I would like to say firstly and most importantly, that I don't believe I have ever suggested local people are against affordable housing; I know that many support it and that it is the location and not the tenure that has caused disagreements, and you can rest assured that I did not imply this at the meeting last week. Nor would I wish to give the impression that I seek to hide behind the contractor and emails. The liaison mail has been effective in sharing knowledge and understanding of incidents that have occurred. Each time I am contacted by anybody I am always happy to either meet or speak on the phone – my offers have not been taken up. I came to the Parish Council meeting last week in the hope that I may be able to engage with many more people than were there, but am always willing to meet at different times or in other places if this facilitates face to face interaction.</i></p> <p><i>I am sorry that I cannot concur with your assertion that hell has been unleashed on the doorstep and I do hope that when the end result is achieved, many of the concerns raised are dispelled.</i></p> <p><i>Lastly, I would never seek to insult another, nor would I ever wish to appear patronising. If you have felt like this then again I am sorry. I can unreservedly advise you that the Society is not for dividend and does not make profits on the work that we do – and in fact, rely on subsidised funding in order to be able to let properties at below market rates, or we would not be able to achieve our goals of offering secure housing at affordable rates for people.</i></p> <p><i>If at any time you would like to discuss these or any other matters at all, please do not hesitate to contact me. I would be more than happy to meet.</i></p>	Closed
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Northwick Road Development – MPC Liaison Team Issues Log

Date Received	Email Header	Reported by	Issue	Action Taken	Status
13/03/18	Lorry Delivery	[REDACTED]	A Lorry has just parked in Northwick Road at the site entrance. Whilst it was there, a number of cars had to divert around the Northwick close to avoid it. It is now parked on Jubilee Green. Is it making a site delivery? Photo supplied.	Email sent to SDurrans for an explanation. <i>I did receive a number of calls on this and can confirm its not our delivery. You are correct, he was parked on jubilee green after asking for directions from the lads on site.</i> This is not a Project related issue	Closed
15/02/18	Housing in Mark	[REDACTED]	I am really interested in knowing how I can express my interest and apply to rent one of the houses being built on Northwick Road, Mark.	Responded via email advising how to register and invited to Parish AGM. CCd to Donna Johnson.	Closed
06/02/18	Northwick Rd & Piling & Site access	[REDACTED]	I was under the impression Northwick road is not to be used for the building of these houses, yet they have opened the gate and cars are parked in there? How long are they going to keep the constant banging going for? Only I work night shifts and it is impossible to sleep during the day with that horrendous banging and the ground shaking.	Email sent to SDurrans. <i>With regards to the below. Northwick Road will not be used for delivery vehicles as this is the intention for the rear of the site. The entrance off Northwick Road is purely for cars/visitors etc and reiterate no heavy goods vehicles will be using this entrance with this only being formed yesterday.</i> <i>With regards to the piling, if not completed by Monday evening, worst case scenario will be completed in the first couple of hours on Tuesday. We appreciate its not the quietest but to complete the piling in 3working days is very good of our contractor.</i> <i>Please pass on my apologies to [REDACTED]</i>	Closed

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02/02/18	Northwick Road		<p>Restoring road surface post sewage works, condition of road not satisfactory for weekend opening and considered a hazard. Email below from </p> <p><i>As the roadworks application expires today and does not appear to have been renewed can we assume that it will be properly resurfaced. In many places it is uneven and in others the surface is loose. This makes it dangerous and difficult to ride and walk over.</i></p> <p><i>As the grass verges have been all but destroyed the road is covered in mud. They have been allowing car access most of the week and the road is still covered in mud.</i></p> <p><i>Can we be assured that by the end of today (Friday 26th) Northwick road surface will be returned to its original state. Safe and clean.</i></p> <p>SD responded as follows:</p> <p><i>Our road closure is from 02/01/2018 for 20 working days expiring end of 29/01/2018.</i></p> <p><i>I have met the relevant authorities this week and due to other tarmac works to be undertaken to what will be the front of the site entrance they have agreed for temporary reinstatements to be undertaken until all works can be carried out at once. Rest assured all areas temporary reinstated will receive full reinstatements in due course.</i></p> <p>29/01/18 - In response to DJ's email a further email was received from , see below</p> <p><i>The problem is that the highway was left in an unsatisfactory condition because it wasn't restored or cleaned up in an effective way. This affects everybody that uses the highway; the only reason the residents of Northwick Road are</i></p>	<p>Email sent to SDurrans, copied to T Conley, DJ, MCLT and </p> <p>JH visited road at 13:00 and approx. 16:20. Whilst not perfect at 16:20 there had been considerable cleaning work undertaken and whilst there was a thin film of mud on the road it was not considered to be hazardous. 2 other councillors also visited the road, one of whom took photos and suggested the road possibly be resurfaced.</p> <p>JH sent following email to those concerned.</p> <p><i>I refer you to an extract from a note from Stuart Durrans of EG Carter, which was issued yesterday. (see extract opposite).</i></p> <p><i>Three Parish Councillors, have visited the road since mid afternoon yesterday, photographs taken and a request has also been issued via the Parish Clerk to enquire whether Highways are prepared to undertake any further action other than what is indicated above.</i></p> <p><i>We appreciate and understand the concerns of the residents, however as this is a Highways issue, there is little more the MPC can do, other than what we have already undertaken as stated above. If you are not satisfied with this action, then you have the option to contact SDC directly or via one of the two District Councillors.</i></p> <p>29/01/18 – DJ also sent the below email</p> <p><i>having read the flurry of emails received regarding the condition Northwick Road was left in on Friday. I do understand concerns that are raised and appreciate that residents feel more care and attention is needed using the road whilst work is being undertaken. We welcome suggestions from residents and furthermore, we are pleased to note that E G Carter have acted as swiftly as they always do. The construction of the new homes does cause inconvenience and I do reiterate that</i></p>	Closed
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Northwick Road Development – MPC Liaison Team Issues Log

Date Received	Email Header	Reported by	Issue	Action Taken	Status
			<p><i>drawing it to your attention is because they see it and know where to direct the concerns. For two weekends in a row the road wasn't cleaned properly on its reopening. The first reason given was that the cleaning lorry had broken down but there was no reason given for last weekend. The road was also left very uneven.</i></p> <p><i>If these straightforward issues were addressed properly then you wouldn't be receiving complaints and I also don't think it should be beholdent to the residents to have to complain to Highways. This 'liaison' address was set up for you to receive information and concerns and I believed that you were then going to act on them.</i></p> <p><i>You didn't deny in your email that the road was left in an unsatisfactory state, so I will assume that you agree. What the local people want to see is the road left properly ready at the weekend open times please but if they have legitimate concerns, that you will acknowledge them and address them, not require the complainant to take the issue to the authority.</i></p>	<p><i>we will mitigate wherever possible. We do feel that all reasonable steps are being taken to minimise the impact this has and would advise residents who remain concerned or dissatisfied with the efforts being made and the explanations given, to contact Somerset County Highways directly.</i></p> <p>30/01/18 – DJ responded to [REDACTED] with the following</p> <p><i>I do indeed agree that the current situation is not wholly satisfactory, that regrettably is the nature of development and I am most grateful for the setting up of the liaison email, because it has enabled us to act swiftly on a number of occasions. In this instance I felt that though the situation was not ideal, the contractor had used best endeavours. I would only suggest people contact the requisite authority where it seems agreement cannot be reached. My sense was that the action the contractor had taken, which after having visited I felt was not unreasonable, seemed still not to be acceptable. In this scenario, escalation would be the next logical step.</i></p>	
26/01/18	Northwick Road	[REDACTED]	Cleaning of Northwick Road post closure for sewage works	<p>Email sent to SDurrans and Terry Conley. Response received and forwarded to [REDACTED] and MCLT.</p> <p><i>The road sweeper we had intended to use broke down on Thursday, we couldn't locate another company in such short time. We scrapped the road and swept by hand but I took the view to not take a hose pipe out on the road due to the freezing conditions the previous evening.</i></p> <p><i>I can only apologise this isn't up to a road sweeper standard but one has been booked in for next available day on Tuesday.</i></p>	Closed

Northwick Road Development – MPC Liaison Team Issues Log

Date Received	Email Header	Reported by	Issue	Action Taken	Status
20/01/18	Northwick Road	[REDACTED]	<p>Wessex Water need to carry out urgent repairs to the drainage in Northwick Road this evening, unfortunately at the time of writing this email there is no clear time span available.</p> <p>Update from [REDACTED] - FYI: It's because they dug through a sewage pipe in the road today</p> <p>Further update from [REDACTED] in response to DJ's explanation -</p> <p><i>I had the conversation with the workers in the hole in the ground yesterday and it was they that said it was a waste exit pipe that fed into the mains sewers. I completely accept that it could be a water inlet pipe as I believe the tank is filled up and then pumped out by lorry but the conversation indicates that the contractors involved need to be mindful what they tell people as matters of fact. My comment about the nature of the pipe was only by way of information and there didn't seem to be any concerns around here apart from the fact that the Wessex Water people had to work quite late to repair it.</i></p>	<p>Email sent to SDurrans and Terry Conley requesting an explanation. Copied DJ. Also shared with MPC and MCLT.</p> <p>Email subsequently sent from DJ (SWHS) explaining the situation.</p> <p><i>The water feed was damaged and has now been repaired. As I write, the contractor is just waiting for Wessex to turn it back on. One of our site managers called round to all residents affected last night to advise of the issue.</i></p> <p><i>We are sorry for any additional inconvenience this has caused, though we are grateful for the prompt action taken.</i></p> <p><i>To be clear, there was no damage done to a foul pipe (sewage), it was to the water feed and as such all residents can be assured that no contamination of any kind has taken place</i></p>	Closed

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Date Received	Email Header	Reported by	Issue	Action Taken	Status
15/01/18	Lorries	[REDACTED]	A blue delivery lorry has just driven along Northwick road and ended up in the construction site.	<p>Email sent to Stuart Durrans requesting an explanation.</p> <p><i>The driver was asked why he had driven down Northwick Road, his response was due to an accident on the causeway he had to re direct his route.</i></p> <p><i>We are currently seeking a response from the delivery company.</i></p> <p><i>Unlike the other couple of entries on Northwick Road I'm led to believe this vehicle entered via the Harp Road junction</i></p> <p><i>We have taken the decision that as of tomorrow and further to our current traffic management systems in place there will be a traffic marshal sited out on Northwick/Vole Road through until the Christmas shutdown to assist with this recurring issue. It was also confirmed that indeed there had been police re-routing in place</i></p>	Closed
13/12/17	Northwick Road	[REDACTED]	Abandoned vehicle on Northwick Road	<p>JH wrote to Richard Young requesting to arrange removal. Vehicle was subsequently removed. [REDACTED] informed of action. This issue is not project related.</p>	Closed
7/12/17	Your Development/Cement Lorry	[REDACTED]	<p>When can we expect you to ensure that your delivery vehicles do not come down Vole Rd and Northwick Rd?</p> <p>[REDACTED] – Photos supplied</p>	<p>JH wrote to Stuart Durrans, SD responded</p> <p><i>I am aware of the unfortunate situation this morning, our Terry Conley (contracts manager) will be meeting with our subcontractor and their supplier soon to discuss the disregard for our TMP and signage out on Vole Road.</i></p> <p><i>All will be dealt with in the most efficient manner as previous issues.</i></p> <p><i>We can only apologies for the disruption this may have caused.</i></p>	Closed
6/12/17	Cement Lorry	[REDACTED]	<p>could our liaison team just mention to the workers that when they arrive in the morning, could they quickly extinguish their car lights as they beam directly into the Northwick Road residents bedrooms and not everyone is awake or wants to be awoken at that time of the morning. One resident is a hospital shift worker.</p>	<p>JH wrote to Stuart Durrans. Following response received.</p> <p><i>With regards to the note on the vehicles lights, I will speak to site now.</i></p>	Closed

Northwick Road Development – MPC Liaison Team Issues Log

Date Received	Email Header	Reported by	Issue	Action Taken	Status
6/12/17	Start Times	[REDACTED]	workers were on site at 0730 this morning (as usual) but the works started at 7.45 with fences being moved making a lot of noise. The large diggers started engines at 7.55. Work is not meant to start until 0800.	JH met with Stuart Durrans, who advised that work can start from 07:30, but no heavy machinery is to be switched on until 8am. WH advised of this.	Closed
4/12/17	Serious Pollution and Non-compliance	[REDACTED]	a great deal of habitat has been destroyed. The watercourse has been dammed at both ends which may be necessary on a temporary basis, but it is absolutely clear that the whole area has been seriously polluted by petro-chemicals and die-stuffs. Photos supplied	JH met with Stuart Durrans, who advised he'd spoken with IDB this morning and they are satisfied that no pollution is being caused. However they will visit the site on Wednesday. With regard to the Habitat damage, this has been carried out in line with the Planning Application, and when the hedgerows were being removed an Ecologist was onsite, checking that there was no evidence of water voles or any other species present. It should be noted there is a detailed planting scheme for the site which has been approved and will be established at the appropriate time. Email also sent by JH to [REDACTED] advising him of the above	Closed
2/12/17	Northwick Road	[REDACTED]	there is a survey going on in the road and the workers are using stop/go signs and have parked in the garages. They were approached and told they had a letter from Carters for permission to do this but Highways say they have not issued a license for this closure. Highways are going to come out to see what is going on. Who has given authority for Carters to park their agents in the garage area as SDC certainly haven't?	Following liaison with SDC, highways and EGC it was confirmed that indeed EGC did have the relevant permissions for the activity being undertaken.	Closed

Northwick Road Development – MPC Liaison Team Issues Log

Date Received	Email Header	Reported by	Issue	Action Taken	Status
27/11/17	Northwick Road Project	[REDACTED]	<p>What happened to [REDACTED] yesterday was an absolutely callous and outrageous act of incompetence and arrogance by people who have no interest or care for the well being of residents in this village. What if yesterday's incident had involved a child?</p> <p>I re iterate my request for an answer as to how the developer is going to ensure the safety of pedestrians when there is NO pavement along Vole and Northwick Rd as falsely recorded in their traffic management plan.</p> <p>I am more than happy to take this up with HSE myself if the developer feels unable to provide an answer.</p>	Refer to Construction Plan item of 12/11.	Closed
17/11/17	Padlocks cut on site	[REDACTED]	the padlocks were chopped on the causeway entrance of the building site and they had all their diesel stolen and battery from the digger!	Discussed with Stuart Durrans and SWHS. Should also be noted the following, a week ago thieves did the same thing in Harp/Northwick road, crossed the ditch with pallets and stole diesel from two farm vehicle Community Security Brief to be published as prepared by NVDB. Briefing published in Feb 2018 Parish mag.	Closed.
17/11/17	Garages	[REDACTED]	<p>Concerns re Road Closure scheduled for January and access to garages and stable yard during this period</p> <p>I rent one of those garages. Sedgemore have said as they are not closing the road they expect the rent to be paid. As far as I can see I won't have access to my rental property for approx 4 weeks (20 working days).</p> <p>How will I get access to my garage that I use up to 3 or 4 times a day.</p> <p>Who is going to reimburse Me? If I have to rent another garage who will pay for That? Why am I being made to suffer this inconvenience?</p>	<p>Email sent from DJ to [REDACTED] <i>regarding access to Northwick Road while the road closure proposed for January is in place. This e-mail is sent to reassure residents of Northwick Road that they will be able to access their homes with their vehicles in the usual way.</i></p> <p><i>The contractor will write to all affected residents in good time before this, explaining what is being done and how it will be managed. As always, the site manager can be contacted in order for immediate responses to be issued to any concerned residents.</i></p> <p><i>Meetings have also been held with EGC site staff and residents of Northwick Road, to agree an acceptable and workable plan during the road closure period</i></p>	Closed

Northwick Road Development – MPC Liaison Team Issues Log

Date Received	Email Header	Reported by	Issue	Action Taken	Status
17/11/17	Lorry hits pedestrian and 'Accident Today Northwick Road'	[REDACTED]	<p>one of 3 lorries actually hit a resident in Northwick Road today whilst she was walking her dog. Resulting in a v sore left shoulder and an aching arm. 2/01/2018- Further info received from [REDACTED] [REDACTED] <i>I contacted SDC enforcement [REDACTED] around the 15th November enquiring if there was any breach of planning regarding lorries using Northwick Road (in fact any road approach road other than the Causeway) without the items in place as laid out in planning, ie: marshalling pedestrians along the pavement in Northwick Road (which, of course doesn't exist). This was as a consequence of a number of lorries using Northwick Road in error including the one that hit [REDACTED]. I had a telephone conversation with him on the 16th where he said it was unlikely to be a breach as it's a public highway and so long as Carters were doing all that they could to deter such movements, then SDC were ok that they weren't in breach. He was going to look again at the planning permissions to double check but only very recently confirmed that he could find no issue (as such).</i></p>	<p>EGC (Stuart Durrans) met with [REDACTED] on the day and also visited her on the following day. DJ also involved in liaison. See note below. <i>It is with great regret that I write this email, having been informed by a variety of parties about the incident involving [REDACTED] and her dogs yesterday. The contractor has advised me that they spoke at length with [REDACTED] yesterday and will be visiting her today. They have also confirmed that they are in the process of ensuring the driver is banned from site, notwithstanding whatever action may be taken by the police for a traffic offence.</i> NVDB also sent an email to [REDACTED] on behalf of MPC.</p>	Closed
16/11/17	Northwick Road	[REDACTED]	<p>MCLT has received numerous complaints from members regarding the Construction of the site and the Constructor allegedly breaching conditions. These range from Construction vehicles parking where they should not to construction starting before conditions had been fulfilled. I note that you have failed to answer a number of [REDACTED] s questions.</p>	<p>Email response sent from DJ. <i>I have received a range of emails regarding the onsite activity from last week. All of these points have been responded to by way of the parish council liaison. I am sorry for what seems to be a misunderstanding; I don't believe I have failed to respond to [REDACTED] points, rather I have not agreed with his inferences in respect of the planning conditions. I can assure you that the enabling works that took place to the ditch were completed after having collaborated with the relevant statutory authorities.</i></p>	Closed

Northwick Road Development – MPC Liaison Team Issues Log

Date Received	Email Header	Reported by	Issue	Action Taken	Status
13/11/17	Construction Plan	[REDACTED]	Please would you email me a copy of the neighbourhood comment and complaint procedure that is mentioned in the above document and also let me have details of the pedestrian footpath referred to at 3.1 in the construction plan	Email from DJ to [REDACTED] <i>Thank you for your mail. I refer you directly to the contractor, who will be able to respond to you. Please see attached a letter that details how you can access them</i> Further emails ensued between [REDACTED] & DJ. [REDACTED] ultimately advised she'd referred her concerns to enforcement and HSE. 15/1/18 – Nothing further heard from [REDACTED] matter considered closed.	Closed
12/11/17	Access to Northwick Rd site from Harp Road	[REDACTED]	'No Construction traffic' signs to be placed at Harp Road/Northwick Road, and Vole Rd.	Spoke with and emailed DJ to request EGC action this. 13/11 DJ confirmed EGC to arrange signage as requested. Signs have subsequently been installed. Delay was from supplier.	Closed
10/11/17	Access to Northwick Rd site from Harp Road and Parking on Northwick	[REDACTED]	Construction vehicles parked on Northwick Road. Photo supplied.	Forwarded to DJ. DJ forwarded to EGC. EGC confirmed they have re-iterated to all contractors the specific site access requirements via the Causeway and information is published on each contract/order EGC place with their contractors.	Closed
09/11/17	Parking at Lockes Broad	[REDACTED]	Waterboard Parking on triangle	JH stopped driver and requested he move the vehicle. Which he did somewhat unwillingly. Advised SD.	Closed
08/11/17	Jubilee Green & Lockes Broad Contractor Parking	[REDACTED]	Contractor parking on Lockes Broad Triangle	Email sent to DJ 8/11/17. Also, JH checked Northwick Rd for contractor parking. None recorded. JH spoke with Stuart Durrans expressing MPCs concerns. SD advised haul road will be complete today.	Closed
8/11/17	Mark Parish Council Meetings 5/9 th May	[REDACTED]	Contractors not sticking to the construction Plan and other various issues	Emailed DJ. Detailed response complied by MPC and sent to [REDACTED]	Closed
3/11/17	Email to EG Carter	[REDACTED]	Why was DJ responding on behalf of EGC	DJ sent email, 3/11/17	Closed

Northwick Road Development – MPC Liaison Team Issues Log

Date Received	Email Header	Reported by	Issue	Action Taken	Status
30/10/17	Northwick Road	[REDACTED]	Wessex Water to dig up Northwick Road next week causing road closure	Email sent to Richard Young asking him to get verification from Wessex Water. 01/11 email forwarded to WH from RY indicating no such road closure is planned.	Closed
30/10/17	Northwick Road Development	[REDACTED]	Non-Compliance and parking issues and request for email address of Stuart Durrans	DJ sent email to [REDACTED] on the 1/11 re-iterating and expanding on her email of the 27 th	Closed
27/10/17	Northwick Road	[REDACTED]	Non-compliance of Condition 22 of the Planning Application.	Emails forwarded to DJ at SWHS. DJ responded to [REDACTED] on the 27 th .	Closed
27/10/17	Northwick Road	MCLT	Inadequate fencing by dug out Rhyne	As above	Closed