

## RESIDENTS' CONCERNS AND RESPONSE LOG

Communal area on ground floor overlooking neighbouring houses opposite.	Additional fencing to the front side of the scheme approved and erected.
Headlights of cars leaving/entering the scheme shining into neighbours windows opposite	As the entry and exist points and parking direction cannot be changed due to the narrow forecourt the height of the wall has now been increased to above headlight level.
Drains – concerns expressed that there may be an ongoing problem with the drains	When a property has been empty for some time it is not uncommon for drains to be blocked and this was the case for Manorfields. Work was undertaken once the refurbishment works had been completed to unblock the drains. This resolved the issue prevented any ongoing problems.
CCTV – concern expressed whether there were any blind spots in CCTV coverage.	Confirmed that CCTV covers all internal communal areas, entry and exit spots for Manorfields. It does not cover the whole of the forecourt as it is not possible to erect CCTV cameras where these would also record private property. The combination of perimeter CTTV and entry and exit point coverage means that it is not possible for anyone to enter Manorfields without being picked up on the CCTV recording.
Gates to the side of the scheme where the bins are located banging in the wind.	The gates are heavy gates, only opened and used for access by 2 units and bin collection. At other times they are kept closed and locked. Agreed to investigate the options for 'closures' which would soften any noise associated with opening and closing gates. Regular site inspections ensure that the gates are kept locked when not in use.
Concern regarding noise associated with residents if moving in late at night/ ambulance call and car doors being slammed at night.	<p>Residents would normally move in during office hours unless in an emergency or due to particular circumstances such as working commitments. In such cases O&amp;S to manage to ensure noise is kept to a minimum and within reasonable hours. Active enforcement of house rules to ensure residents leaving or arriving early eg: because of work shift patterns do so quickly with minimum disruption.</p> <p>1 known incidents of car door slamming late at night. Resident spoken to and apologised.</p> <p>O&amp;S continue to monitor closely and there have not been any serious incidents or recent complaints. To date there have been 4 occasions when an ambulance has had to be called. In all cases this was due to residents being physically unwell. O&amp;S have worked closely with the ambulance service to agree protocols for arrivals in the event that an ambulance is required.</p>