

HENDON RESIDENTS FORUM

15 January 2015 6:30pm

Hendon Town Hall, The Burroughs, Hendon, Hendon, NW4 4BG

ISSUES TO BE CONSIDERED

Issue Raised	Response
Consultation on the Budget MTFS	Officers to present information on upcoming consultation on Budget MTFS
1. Petition to: not close the Edgwarebury Park Café The Park Café is an important part of our day. It is a central point for us to meet and to mix with other people from the local community. From walking our dogs to having tea with our children we feel it brings security to the park and prevents vandalism. You would be taking away a well-used and loved local amenity.	Edgwarebury Park Café has not been closed. The original tenant decided to surrender his lease and the Council granted a tenancy to the existing manager of the café on the same day the lease was surrendered, in order to allow the café to remain open. The Council will be seeking a new tenant for this café in due course which would be the subject of a procurement process. It is likely that this process could take up to a year to complete. The current café operator will continue to operate the café during this period, but has also indicated that they would be interested and will be submitting a bid. Property Services
2. Petition to: oppose the closure of Edgwarebury Park Cafe and expand the cafe to include an indoor seating area We understand that the cafe at Edgwarebury Park may be closed. We are totally opposed to this. The cafe provides an invaluable amenity for local parents and children using the park. We strongly believe that, far from being closed, the cafe should be expanded to include an indoor seating area for protection in	The existing café operator has indicated that they are considering submitting an application to extend the café. Any expansion of the café and an indoor seating area would need to go through and would be subject to the Council's planning process. The principal of a modest extension to the café is considered to be acceptable by both the Planning and the Greenspaces service

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<p>bad weather.</p>	<p>Property Services, RE</p> <p>Planning permission would be required to extend the café. The principal of a modest extension to the café is considered to be acceptable by the Planning Service.</p> <p>Planning, RE</p>
<p>3. Petition to: allow current Cafe operators to continue operating the Edgwarebury Park Café</p> <p>They have always done their very best for their customers, opening the café seven days a week, and in all weathers. The regulars at the park regard them as friends and we all hope they will be allowed to carry on running the park café.</p>	<p>As advised, the Council has already granted a tenancy to the original operator, to allow the existing use to continue unchanged.</p> <p>A number of meetings have been held with Property Services, Greenspaces and the café operator on several occasions. These meetings have been positive and all parties consider this to be a good working relationship resulting in successful outcomes.</p> <p>Property Services, RE</p>
<p>4. Petition to: provide appropriate facilities to enable individuals with special needs to access the Edgware Park Café.</p> <p>The Café serves the community by providing a welcoming environment where families, young adults and elderly people get together and enjoy the lively atmosphere available. It can only be fair that the right facilities are available for those who need special care. This right should not be taken away from us who need special requirements as everyone should be able to come together and enjoy their time socialising.</p>	<p>The Council works closely with cafe operators in order to promote access for all users.</p> <p>As stated above any proposed changes to the café would be subject to planning and greenspaces consideration and the principal of a modest extension to the café is considered to be acceptable by both the Planning and the Greenspaces service.</p> <p>When the new lease is advertised as part of the procurement process, the Council will be looking closely at all proposals to ensure facilities are incorporated to allow accessibility for all users.</p> <p>Property Services, RE</p>
<p>5 The Mill Hill Residents Association raised the issue of allowing on-street parking at certain points on Hammers Lane where it is safe to do, last year. Since then we have not heard any more updates. Could officers please advise what progress has been made on this?</p>	<p>As it stands there are very few parking restrictions in Hammers Lane, and therefore it is generally used by motorists to park their vehicles as and how they consider appropriate, although at times, as could happen in any street, some motorists may park in unsafe positions.</p>

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<p>Mill Hill Residents' Association</p>	<p>In order to clarify where it is safe for vehicles to park, it may be necessary to clarify where it would be unsafe to park. Where on-street parking is problematic this is usually done through the provision of yellow lines.</p> <p>It may be worth an Officer meeting a representative of the Mill Hill Residents' Association on site in order to discuss the matter in detail, although Officers would be pleased to discuss the issues at the Forum.</p> <p>Highwaycorrespondence@barnet.gov.uk</p>
<p>6. Etz Chaim school are requesting the provision of a zebra crossing outside the school as part of their revised travel plan. Mill Hill Residents Association fully supports this application. What is the response of the council officers on this? Mill Hill Residents' Association</p>	<p>Requests from schools to address travel and transport issues identified in the School Travel Plans are collated and where funding is available are prioritised and progressed where possible. The concern with crossing Daws Lane safely was identified in Etz Chaim's 2013/14 School Travel Plan so is included on the current School Travel Plan engineering list which is currently being prioritised. A Highways S106 contribution from the development of the school will be used to make improvements within Daws Lane which may assist with the travel issues identified in the School Travel Plan.</p> <p>Highwaycorrespondence@barnet.gov.uk</p>
<p>7. What progress has been made regarding the provision of Step Free access at Mill Hill East station? Mill Hill Residents' Association</p>	<p>A Feasibility Study for the provision of Step Free Access at Mill Hill East Station has been carried by Transport for London (TfL) in partnership with London Borough of Barnet in 2010 and referenced in the Inglis Barracks GLA Planning Report PDU/2351/02 (June 2011).</p> <p>A cost of approximately £2.9 million was estimated in feasibility study implement Step Free Access.</p> <p>The scheme and its timing is dependent on availability of sufficient third party funds. TfL haven't been able to progress the scheme as a trigger for the release of such funds from the developer under the S106 agreement has not been met.</p> <p>Highwaycorrespondence@barnet.gov.uk</p>
<p>8. What assurances can the council give that Mill Hill library will continue to provide a first class service to the people of Mill Hill? Mill Hill Residents' Association</p>	<p>No decisions have yet been taken on the future of Mill Hill library. Under the three options for the library service currently out for public consultation, the library would either</p>

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	<p>a) Be reduced in size and potentially relocated to a nearby, purpose-built site, with the statutory library service continuing to be provided from a library in Mill Hill;</p> <p>b) Be closed; or</p> <p>c) Be reduced in size and potentially relocated to a nearby, purpose-built site, and offered to the local community to run as a community library.</p> <p>However, it is possible that additional options for the service in general and for Mill Hill library in particular may emerge as a result of the consultation process and that proposals for the future of Mill Hill library may be adjusted to reflect this.</p>
<p>9. What steps is the council taking to ensure adequate secondary school provision in Mill Hill? Mill Hill Residents' Association</p>	<p>Planning for secondary school places is generally undertaken on a borough wide basis. For the secondary phase, parents tend to make a wide range of choices about the schooling they prefer for their child – for example selective entry schooling, faith and/or single sex. In anticipation of the increase in numbers feeding through to secondary over the next few years in Barnet we have already invested to expand The Compton and Christ's College with building work also now underway at Copthall. We are in discussion with two further existing secondary schools to potentially expand as well as seeking to identify a site for a new school in the west of the borough. The Government's Free School programme has recently delivered two new secondary schools in the borough and will also potentially provide further secondary school places in Barnet within the next few years.</p>
<p>10 Will the council consider provision of a further zebra crossing at the junction of Mill Hill East roundabout and Devonshire Road? Mill Hill Residents' Association</p>	<p>As part of the Millbrook Park Highway Improvement Works, pedestrian crossing facilities at this roundabout will be reviewed. Subject to meeting the necessary criteria and funding availability, crossing facilities can be consider Highwaycorrespondence@barnet.gov.uk ed.</p>
<p>11 Has any formal assessment including engineering based costs estimates been performed to date as to the cost of step free access at Mill Hill East tube station? Andrew Dismore</p>	<p>See response to Item 7.</p> <p>Highwaycorrespondence@barnet.gov.uk</p>

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<p>12 Have you assessed the levels of air pollution on Montagu Road, and if not will you do so? Andrew Dismore</p>	<p>Environmental Health – Please see attached Air quality progress report for 2014 which can be viewed on the www.barnet.gov.uk review and assessment of air quality page. Barnet do comprehensive monitoring of air quality including roadside sites and background sites to get an accurate picture of air quality in the borough. Montagu road is a moderately busy road therefore it is not as good to monitor as background sites or worst case scenario sites like the more congested Tally Ho A1000 where we do continuous monitoring or Golders green bus station, the A41, A1 or A406 where we do diffusion tube monitoring.</p>
<p>13 The junction of Deans Lane with Rudyard Grove and Deans Way is a particularly dangerous junction, and there have been numerous motor vehicle collisions there. At that point in Deans Lane the traffic reaches a fast speed. Will you look at what safety improvements can be made at the junction? Andrew Dismore</p>	<p>The location is under investigation and for any areas of concern that may be identified, appropriate accident mitigation measures are likely to be recommended for consideration under 15/16 or future funding allocations. So far there are two recorded personal injury incidents at the junction in the last 3 years and the database currently goes up to 30 August 2014. Any incidents after this date are not yet available. Each of the two highlighted involves a ‘vehicle turning right Highwaycorrespondence@barnet.gov.uk</p>
<p>14 Bunns Lane car park is hardly used on Saturdays yet the surrounding streets are full of vehicles looking to park. Will you make this car park free on Saturdays as it is on Sundays, to ease congestion and parking problems in the area? Andrew Dismore</p>	<p>Officers will investigate this issue and will report back the findings to Mr Dismore in due course. Highwaycorrespondence@barnet.gov.uk</p>
<p>15 Saracens’ match day CPZ parking operates at the same fixed times on match days, irrespective of what time the matches start and finish. Do you agree that a more sensible arrangement would co-ordinate restricted times with match times, so for example if the start of the game is late in the afternoon or early evening, the restrictions apply then, and not from late morning/early afternoon , when there is no need for them; and if so will you operate the restriction times accordingly ? Andrew Dismore</p>	<p>When originally designing the Event Day Controlled Parking Zone (CPZ) prior to its introduction, the possible hours of operation of the CPZ was carefully considered. Clearly as a new initiative in the borough (a CPZ that operates on Event Days only), whilst it was acknowledged that the CPZ would impact on the local community, it was considered important to ensure that the impact of the local community was be minimised as much as possible. Therefore based on historical information of Saracens’ match times, it was considered that a 1pm to 6pm restriction would be sufficient in covering the majority of matches, rather than say, an ‘all day’ restriction, which would have ensured total coverage of any event throughout the day, but in the main may</p>

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	<p>have been overly stringent on the community for most event days.</p> <p>As it stands those living and operating within the CPZ need to be aware of the dates of each Event at the Stadium so they are prepared to make the relevant arrangements for themselves and their visitors.</p> <p>Although the suggestion is noted, to have a “changeable” CPZ, where the hours of operation could vary week on week, may result in confusion as to when a CPZ was to be in operation, whereas the current 1pm to 6pm restriction is consistent so residents, visitors and non-residents are aware of the restrictions in effect.</p> <p>Highwaycorrespondence@barnet.gov.uk</p>
<p>16 Noise pollution from the M1 in parts of Mill Hill is very bad, especially in the flyover section near the Broadway. Elsewhere on the M1, the Government have installed noise abatement measures. Will you lobby the government for similar treatment of the M1 in these noisy sections through Hendon, including Mill Hill?</p> <p>Andrew Dismore</p>	<p>Agree Noise levels from M1 Flyover are some of the worst in Barnet and are in highest 1- 2% in UK. In last 10 years Environmental Health have at least 3 times lobbied Highways Agency for a Noise barrier in this area. The Highways Agency have indicated they have reduced noise by improving the road surfaces, however there would need to be a continuous noise barrier at least 4-5m high constructed on the flyover. The problems are that due to wind loading there would need to significant foundations constructed on the flyover which was built more than 50 years ago which the Highways Agency have so far stated would not be practicable. If Mr Dismore wants to he can lobby the Highways Agency directly and state that “the Noise from the M1 close to residential premises in Mill Hill Broadway is in the opinion of Barnet Council Environmental Health to be in the top 1-2% of high traffic noise category area in the UK and should in accordance with Noise Action planning regulations require remediation using suitable noise barriers”.</p> <p>Highwaycorrespondence@barnet.gov.uk</p>
<p>17 Postal workers in the sorting office in Brampton Grove have serious problems parking, due to the CPZ restrictions there, which apply even when there are spaces when the postal workers need to park early in the morning. Will you liaise with the Royal Mail at Brampton Grove, to see if the parking restrictions can be adjusted to help out the postal workers, whilst</p>	<p>Officers would be pleased to contact the Royal Mail sorting office to discuss the issues in more detail.</p> <p>Highwaycorrespondence@barnet.gov.uk</p>

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<p>maintaining controls when they are actually needed? Andrew Dismore</p>	
<p>18 Traffic in Booth Rd Colindale has gone from bad to worse, with frequent gridlock and accidents, in large part due to overspill parking in Booth Road eastern side, from the new developments. Will you look at what can be done to ease traffic flows in the road, including if necessary parking restrictions on one side of the road? Andrew Dismore</p>	<p>Officers have investigated the matter of parking and traffic flow in Booth Road NW9 and have designed a layout – which includes the provision of additional yellow lines which should go some way to alleviating the congestion encountered by motorists.</p> <p>The proposal still requires internal approval, and assuming this approval is received, public consultation on the proposed measures would take place in the Spring.</p> <p>Highwaycorrespondence@barnet.gov.uk</p>
<p>19 Colin Close has a number of environmental issues that need to be dealt with, including apparent unlicensed HMO activity, bad pavements, street cleaning and an alleyway to the rear full of rubbish. Will you investigate these concerns? Andrew Dismore</p>	<p>A service request has been made out to investigate these concerns regarding Colin Close.</p> <p>It would help if there are specific information to identify properties regarding the unlicensed HMO's.</p> <p>The pavement issues will need to be referred to Highways and Street cleansing.</p> <p>HighwaysCorrespondence@Barnet.gov.uk</p>
<p>20 What is the hold-up concerning the new bus stop and pedestrian crossing on Aerodrome Road, to service Beaufort Park, and when will this work be done? Andrew Dismore</p>	<p>Locations have been agreed with Transport for London for new bus stops flags on Aerodrome Road and we await installation of these.</p> <p>A pedestrian refuge was previously introduced on Aerodrome Road. Design work to upgrade this to a zebra crossing has been delayed by the need to confirm where new access points for the development of the Peel Centre site would be located so that conflict with these locations (and consequent abortive work) can be avoided.</p> <p>Highwaycorrespondence@barnet.gov.uk</p>
<p>21 Request by adjoining property owners to purchase the unused & unmaintained Council land to the rear Ravensfield & Fenella House</p>	<p>The property which is the subject of this enquiry is owned freehold by the Council.</p> <p>It is shown on the attached lease plan, drawing number 23769/1, demised to</p>

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<p>Tony Mason</p>	<p>Middlesex University as part of the Council's letting of Fenella House, The Burroughs, Hendon. Discussions for a lease renewal are underway with the university. However, options for occupation of this land not being used by the university are being explored, and the officer dealing with the matter has been in touch with Mr Mason.</p>
<p>22 Something should be put on the corner on Little Strand leading into Great Strand to prevent cars and particularly large vehicles blocking the vision when they are parking on the corner. This makes emerging difficult and it is only a matter of time before a cyclist is killed by a car emerging from Little Strand on their way to and from school. It's a gentle corner and it's ambiguous whether parking is allowed. I haven't had a chance to talk to the parking wardens about it. A double yellow was effective elsewhere in Colindale and I think bollards would work as well.</p> <p>Ben Samuel</p>	<p>Officers will investigate the issue shortly and should it be considered that measures to alleviate parking are necessary, Officers will seek to progress this through the appropriate processes.</p> <p>Highwaycorrespondence@barnet.gov.uk</p>
<p>23 Pelican crossing in Colindeep Lane NW9 We were not advised that the proposals for the above pelican crossing had been approved. In fact we only became aware of this when the actual work was being done! And that too because i asked the contractors what they were doing! We should have been advised as soon as possible to enable us to have the best chance of taking any further action especially in light of the fact we submitted our objections.</p> <p>This matter has caused my family and I great stress and distress for a number of reasons. Due to time restrictions I set out a couple below.</p> <p>1. If it was imperative to install a pelican crossing then it could have been installed elsewhere near the school for example further down Colindeep Lane. As I understand the children and their parents for whom this pelican was installed are able bodied and healthy. My parents are elderly and have serious health issues and my mother is in a wheelchair. I cannot understand why disable people with serious health issues are being</p>	<p>Officers have been in discussion with Mrs Bashir regarding the issues relating to the introduction of the crossing, and have suggested some possible solutions which could alleviate the parking issues encountered. Officers are happy to discuss the issue further at the Forum if necessary.</p> <p>Highwaycorrespondence@barnet.gov.uk</p> <p>The litter bin was installed due to continual litter being dropped at the location. This was one of 2 litter bins installed the other being adjacent to the local school. Street Cleansing will not be removing the bin as it is being well used. The area team report that they check this particular bin at least 3 times per week. We will ensure that the bin continues to be checked and emptied on a regular basis, we may increase visits during summer months. (Street Cleansing)</p>

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<p>stressed and distressed and put at risk and inconvenience. My parents are already very distressed and in pain. They are now colossally stressed and distressed. We pleaded that at least the driveway in front of my parents' house be left free of parking restrictions so my parent could park there. Due to their health issues and the fact that they have frequent hospital visits it is difficult for my parent to park in the narrower driveway of the house and take the car out. Also we need to take my mother out of the house in the wheelchair so there needs to be space for wheelchair to be wheeled in driveway and then my mother helped into car and wheelchair folded and put into the car. Please explain.</p> <p>2. Research (for example from road driver) shows that a substantially large number of road accidents involving pedestrians happen on or near pelican crossings. My family and I will find it virtually impossible to take our cars out of driveway during peak hours. Our visibility will be blocked by masses of people and children waiting to use pedestrian crossing. We often find these children coming into our driveways which we have had to speak to them about but it carries on happening. It is a further major issue as it makes it even more difficult to take our car out of driveway with kids wandering into our driveways. Furthermore the parents have even parked on the pelican crossing and zigzags and I have complained to the council about this. Rather than address this as a clearly major safety issue (visibility of pedestrians will be impaired on crossing by other road users especially the car drivers who zoom at fast speed down Colindeep lane) the council merely said they would issue ticket!!</p> <p>Please explain what assistance and remedies you can provide in ensuring the safety of my parents and in fact my whole family from the further risks imposed by the pelican crossing to us. Please explain how you can ensure that children are kept out of</p>	

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<p>driveways. Please explain how you can ensure parents don't park on pavements and pelican crossings. Please explain despite the paramount importance of my parents health and safety issues why the pelican crossing was not a few years along Colindeep Lane. Should you require medical evidence of my parents health issues we can provide this.</p> <p>Please explain why a bin was installed on corner of my parents house. This bin has often been overflowing and in summer this will be a major problem and may attract rodents. Why could this not have been put on other side of road? There are now also buses running along Colindeep lane causing further mayhem!</p> <p>We have been put through quite a lot of stress and this is exacerbated by the fact that it takes valuable time to deal with these issues!</p> <p>Perveen Bashir</p>	
<p>24 What is the position re completion of the Colindeep lane pedestrian crossing?</p> <p>Andrew Dismore</p>	<p>The new facility is substantially complete but not yet in use pending the power feed/connection. Transport for London (Signals team) are co-ordinating this but the commissioning of the crossing is imminent.</p> <p>Highwaycorrespondence@barnet.gov.uk</p>
<p>25 Island location on Daws Lane - causing houses to shake</p> <p>As lorries and buses travel through Daws Lane, Mill Hill, they travel quickly and cause the houses to shake. My house is particularly affected as the island is positioned directly outside, bringing the lorries closer to the home: this causes loud vibrations that stop me from sleeping and cracks to appear in the walls.</p> <p>The council has come already to "fix" the road and the island, and although vibrations were lessened temporarily, they have</p>	<p>Please see response to Item above. As part of the investigation the location of the traffic island will also be addressed.</p> <p>Highwaycorrespondence@barnet.gov.uk</p>

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<p>now returned in full force causing cracks to reappear in the walls of my house.</p> <p>I'd like to propose that the island be moved to outside the Etz Chaim School, which is low rise and set far back from the street. This will serve a dual purpose of giving the students a more convenient, and safer, place to cross the street, as well as giving the lorries space so as not to come so close to my house.</p>	
<p>26 Lack of parking</p> <p>After new double yellow lines have been put in place around Daws Lane there is extremely little space for residents to park. Moreover, during the day there is a huge influx of commuters meaning that the area is totally overwhelmed by people who don't live there.</p> <p>I have elderly, blind, and disable people visit me (I take care of them to give their carers a rest) and I often have to walk several streets from the car to my house: a big difficulty for them</p> <p>I would like to propose a residents parking permit scheme in the area.</p>	<p>There is no record of any new lengths of double yellow lines being introduced recently, although existing double yellow lines made have been repainted recently as part of a boroughwide exercise with the resultant effect of making them more prominent.</p> <p>Currently there are no plans to introduce a residents parking scheme/Controlled Parking Zone (CPZ) in the road or area, although Officers would be pleased to discuss the issues in more detail at the Forum.</p> <p>Highwaycorrespondence@barnet.gov.uk</p>
<p>27 In the last, Barnet First magazine Richard Cornelius commended the collection of refuse in the borough. I agree with his comment but my concern is with what takes place after the collection. The collectors take the bins from the ground adjoining the block and return them to site. Bins used by my neighbours and myself are never put back where they were collected. Recently my next door neighbour's bin was placed in front of my driveway causing inconvenience. Most times bins are left near the property they were taken from and returned sometimes in the middle of the footpath or, near the property wall. Is there a legal requirement for residents to leave the bins at the edge of their property but no legal requirement for the council workmen to put the bins back from where they were</p>	<p>We request that residents place their wheeled bins out for collection within a metre of the boundary of their property. The collection crews are instructed to return the bins to the point of collection after they have been emptied. We apologise for any inconvenience caused by the incorrect return of bins. If the address can be provided we will ensure that this issue is resolved, this can be reported to the council by calling the Customer Support Group on 020 8359 4600, or emailing first.contact@barnet.gov.uk</p>

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removed ?	
<p>28 I would like to bring up the issue of the Saracen Parking Permits at the forthcoming Resident's Forum. The fact that Barnet automatically sent renewals after the first year and did not even send reminders to renew or notification that they would not be sending renewal permits automatically this year. Instead a lot of residents received PCNs on 03.01.15. Hopefully those that received a PCN will pass on the message to those that escaped so that the Match Day on 17.01.15 will not be as fruitful for Barnet Council.</p>	<p>The Council will where it can issue a reminder letter to a residents permit holder. There are a number of cases where Event day permit records were not migrated from one system to another, this has the unfortunate result of no reminder letters being sent. It should, however, be pointed out that the driver has a responsibility to ensure that their vehicle has a valid permit.</p> <p>Highwaycorrespondence@barnet.gov.uk</p>
<p>29 In the last three years, due to an alledged complaint from a resident on Abbots Road over 400 metres away from the school, parking wardens began to issue tickets to anyone parking on the tarmac. Consequently, parents and teachers now park on the kerbstone. Unfortunately, this has created a hazard by narrowing the gap on the road so that ambulances, fire engines and council workers have to drive through the gap at less than 5 mph throughout the day. Indeed some council vehicles find themselves dangerously reversing.</p> <p>Another consequence is that parents dropping off are forced into dangerous positions exiting and entering their vehicles when there is completely no need. Finally, the local residents to the school have had far more difficulty since the restriction has applied and in personal conversations with myself would like to see the restriction outside the school removed.</p> <p>I would ask on behalf all the parents, staff and local residents that :-</p> <p>Either the restriction remains on Abbots Road with the exception of directly outside both schools, a length of approximately 80 metres - note Abbots Road is approximately 600 metres long</p> <p>Or parking bays are marked outside of the adjoining schools.</p>	<p>There are three priorities</p> <ul style="list-style-type: none"> • The first priority will be those currently on the informal 'do not enforce' list, which is drawn from complaints from residents and the public. • The second priority will be road were legal footway parking already exists, but where markings, signs and bay layouts require update • The third priority will be road identified following consultation with the emergency services, parking enforcement and refuse, as well as locations identified as pinch points. <p>Highwaycorrespondence@barnet.gov.uk</p>

	Issue Raised	Response
	Headmaster- Menorah Grammar School	
30	Can the residents of Montagu Road NW4 have an update on the installation of CCTV outside the ACE school. Judy Shepherd	A response is not able to be provided. Mrs Shepherd will be response to by officers as soon as possible. Parking Client Team
31	Why don't traffic wardens attend in the evenings between 6.20pm and 7pm? Judy Shepherd	A response is not able to be provided. Mrs Shepherd will be response to by officers as soon as possible. Parking Client Team

Next meeting – 25 March 2015

Contact: Paul Frost, Business Governance Officer, Assurance Group, Building 4, Oakleigh Road South, London N11 1NP. Tel: 020 8359 2205, Email: paul.frost@barnet.gov.uk