

## HENDON RESIDENTS FORUM

**VENUE: Virtual via Microsoft Teams**  
**Wednesday 6<sup>th</sup> January 2021**

Chairman: Anthony Finn BSc (Econ) FCA  
Vice-Chairman: Councillor Nizza Fluss

### Additional Officer Responses:

Article 3 of the Council's Constitution, Section 3.5, sets out how issues and petitions can be determined by the Chairman at the Residents Forum meeting, including that the Chairman can;

*Instruct that an appropriate named officer contact the resident within 20 working days to provide an additional response and that this response be published in the meeting documents available on the website.*

At the meeting of the Hendon Residents Forum on 6 January 2021, for those issues/petitions whereby the Chairman requested an additional Officer response, the responses are captured in the table below, alongside the initial published response and the minute of the item:

	Issue Raised	Initial Officer Response	Meeting minute extract	Additional Officer Response
2.	<p><b>Issue:</b> Inappropriate business parking Rushgrove Avenue &amp; Silkfield Road.</p> <p><b>Resident:</b> Mr Vimal Haria</p> <p><b>Ward:</b> Colindale</p> <p>The issue is that there are 4 companies that are parking their vehicles stopping the residents to park outside their own premises.</p>	<p>This stretch of Rushgrove Avenue is an uncontrolled section of highway which allows free parking for all motorists.</p> <p>The Council has identified Rushgrove Avenue and surrounding roads as an area to carry out an informal consultation to understand the parking problems that residents and</p>	<p>The resident did not attend the meeting. Ward Councillor Nagus Narenthira noted that this is an ongoing problem. Officers confirmed that the issue raised was already under consideration as part of an overall parking review and confirmed they would relay this information on to Mr Haria.</p> <p><b>RESOLVED - That the Member Liaison Officer contact the</b></p>	<p>This stretch of Rushgrove Avenue is an uncontrolled section of highway which allows free parking for all motorists.</p> <p>The Council has identified Rushgrove Avenue and surrounding roads as an area to carry out an informal consultation to understand the parking problems that residents</p>

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	<p>The companies are businesses &amp; they are taking advantage of the parking which I feel should be for the residents &amp; visitors. I am a Private Tennant at Flat 23 Rushgrove Court, Rushgrove Avenue, NW9 6RH. The road is constantly filled with parked cars that residents have to park ½ or ¼ mile the road. The road's which are affected are Rushgrove Avenue &amp; Silkfield Road, it has a short area of yellow lines (time controlled) &amp; limited open parking (No yellow lines, no parking bays, no residents parking, no time restrictions, etc...), which some companies leave their vehicles for days without using them. The companies are a Rental PCO hire company, Colindale Volvo Car Showroom, Staff members from Colindale Toyota &amp; Premier Inn Customers. Please also note that there is Construction work's that are also happening &amp; the staff are also parking their cars. We pay a council tax &amp; should be allowed to park outside our own premises &amp; not ¼ or ½ mile down the road!!!</p> <p>I am asking the Council to get the Business's to remove the cars or</p>	<p>businesses are currently encountering.</p> <p>Officers intend to work closely with the Ward Cllrs in in the New Year to determine a sensible consultation area based on local knowledge, historic complaints and requests for parking controls in uncontrolled areas.</p> <p>Council Officers will follow up with the resident / customer and inform them of the next steps.</p> <p>In the meantime, considering the inconvenience caused by the businesses, residents can coordinate with fellow residents to sign a petition to include their road as part of the future CPZ.</p>	<p><b>resident within 20 working days to provide an additional response and that this response be published in the meeting documents available on the website.</b></p>	<p>and businesses are currently encountering.</p> <p>Officers intend to work closely with the Ward Councillors this year to determine a sensible consultation area based on local knowledge, historic complaints and requests for parking controls in uncontrolled areas.</p> <p>We will follow up with you later in the year to inform you of the next steps. In the meantime, considering the inconvenience caused by the businesses, you can coordinate with fellow residents to sign a petition to include other roads in the vicinity as part of the future CPZ plans and your Ward Councillors will always be happy to assist you if required.</p> <p><u>Date: 8/1/21</u></p>

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	set up residents parking (time controlled).			
4.	<p><b>Issue:</b> Street Lighting Booth Road  <b>Resident:</b> Mrs Zainab Nasser  <b>Ward:</b> Burnt Oak</p> <p>I have an issue with the street light, new sets have been fixed but there is a big gap outside my house there isn't any pole fixed, at night it gets very dark, being a lone parents with kids I really feel scared when it's dark outside and also I have anxiety disorder and being with depression it's making me worse, I did call council few times but they didn't respond so if anyone can have a look at it and if the street light can be fixed outside my house would really appreciate it.</p> <p>The Council to action:</p> <p>To come and have a look and also to fix one extra pole for light outside my house</p>	<p>In response to this request, Street Lighting arranged for the service provider to check that all lighting was working on Booth Road as of 30 December 2020.</p> <p>The service provider confirmed all columns are working.</p> <p>The specific location being reported on Booth Road was initially unknown but confirmation photos were taken during the inspection showing various areas on Booth Road</p> <p>After obtaining contact information for the resident, the Street Lighting manager contacted the requestor directly on 31 December 2020 to discuss this matter in more detail.</p>	<p>The resident did not attend the meeting. It was noted that in the written response provided, officers had already attended the location and assessments of the lighting were ongoing. Officers confirmed that they would maintain contact with the resident and report any updates back to the Panel, where necessary.</p> <p><b>RESOLVED - That the Member Liaison Officer contact the resident within 20 working days to provide an additional response and that this response be published in the meeting documents available on the website.</b></p>	<p>The lighting in Booth Road has been investigated via night time site inspections and this has identified that all street lights are fully operational and it is believed that the lighting provided meets current road lighting design guidance for this category of road. However, in order to ensure that this is the case our street lighting Service Provider has been requested to undertake Photometric tests which will determine the lighting levels so that these can be compared with the recommended standards to verify that design compliance is being achieved across the full extent of the public highway, including the footpath.</p> <p><u>Date: 4/1/21</u></p>
5.	<p><b>Issue:</b> Pothole Prince Charles Drive  <b>Resident:</b> Mr Levy  <b>Ward:</b> West Hendon</p>	<p>Highway Officers are aware of the potholes on the roundabout on Prince Charles Drive / Tempelhof Avenue, the repair was initially raised on 20 December 2020 with</p>	<p>Mr Levy attended the meeting. Officers confirmed to him that temporary patching of the road has taken place and that rhino patching would be scheduled in as soon as possible.</p>	<p>It was confirmed that the potholes have now been made safe, and pictures were provided. Patching works would be planned subsequently and</p>

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	<p>(I) A pothole on Prince Charles Drive near Brent Cross requires urgent attention as it reportedly is damaging many cars and is dangerous. On Fixmystreet it was first reported, and said to be damaging many cars, on 20/12/20; the photos herewith are from more recent Fixmystreet reports, the latest in the evening of 28/12/20.</p> <p>(ii) How did it escape emergency attention for over a week including four working days?</p>	<p>the council contractors to attend within 48hours and repair,</p> <p>However, upon inspection, officers noted the requirement to carryout work on a much larger section of this carriageway and as such large-scale rhino patching is currently being arranged</p> <p>The required work will require the implementation of effective traffic management measures &amp; diversions and or a road closure, this process has led to some delays during the Christmas period</p> <p>The specific date of repair will be confirmed within the 1st week of January 2021</p> <p>We apologise for any inconvenience caused.</p>	<p><b>RESOLVED - That the Member Liaison Officer contact the resident within 20 working days to provide an additional response and that this response be published in the meeting documents available on the website.</b></p>	<p>Mr Levy would be kept updated on progress.</p> <p><u>Date: 6/1/21</u></p>
6.	<p><b>Issue:</b> Fly tipping and pavements</p> <p><b>Resident:</b> Vibha Narendraji</p> <p><b>Ward:</b> Hendon</p> <p>There is so much rubbish and fly tipping around the great north way and Watford way interchange, mattresses, sofas etc. The pavements on Barford close are in</p>	<p>Fly tipping - The council is investigating land ownership in this location, with view to serving notice on the land owners to clear the area of litter and dumped materials.</p> <p>Pavements - Barford Close is not included in highways planned</p>	<p>The resident did not attend the forum. Officers confirmed that a request has been raised for an inspection on the pavement and that the resident would be updated accordingly. Following the discussion, the Assistant Director for Transport and Highways</p>	<p>Officers have confirmed that subject to the request, a site inspection was carried out and during that inspection, no intervention level defects were identified. It was also advised that the pavements on Barford Close are not on the work</p>

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	<p>such condition, they're a nightmare especially with a buggy or pram.</p> <p>The Council to action:</p> <p>Please remove the rubbish and install cameras to try and catch the people responsible. And please arrange for the pavements to be redone.</p>	<p>maintenance works programme for a full footway refurbishment.</p> <p>A borough wide condition assessment surveys have been used to prioritise road and pavement schemes.</p> <p>The results show that Barford Road is not within the top quartile of highest ranked schemes in Hendon Ward and therefore unlikely to be proposed for recommendation in next year's network recovery programme.</p> <p>Barford Close will be inspected specifically to check for any pavement defects whereupon any damage identified meeting the required intervention level will be raised for repair work to be undertaken.</p>	<p>confirmed that he would report back to the Panel on the last time a fly tipper had been successfully prosecuted.</p> <p><b>RESOLVED - That the Member Liaison Officer contact the resident within 20 working days to provide an additional response and that this response be published in the meeting documents available on the website.</b></p>	<p>programme to be re-laid in the next financial year</p> <p>However, it was noted during the inspection that most of the cars in the no through road, were parked half on the footway and half on the carriageway, therefore Barford Close will be assessed to determine if it meets the criteria for a footway relay in a future programme of works.</p>

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