

Log No	Date Rec'd (time if poss)	Topic/ location	Comment Complainant Compliment	Council Response/ action taken	Contact method	Committee	Referrals	Notes/ Responses
1	12.05.21	Station Road Toilets	Excrement all over floor and no toilet roll available	Contractor had cleaned by the time the message was seen	telephone	TCED/CW		
2	5.21	Station Road Toilets	Toilet blocked and water overflowing (3 telephoned reports)	Outdoor team attended within 45 minutes; cleared natural blockage from u bend	telephone	TCED/CW		
3	6.21	Station Road Toilets	Toilet blocked and water overflowing	Outdoor team attended, toilet had been stuffed with blue paper	telephone	TCED/CW		
4	20.05.2021	Tablet base	Follow up to previous complaint to TC ref MAG 19 base.	Forwarded to TC	Email	CTH		
5	23.05.2021	Allotments	Complaint about the poor condition of an allotment and for the Council to take and H&S issue with children running around.	Tenant been sent warning letter and letter sent to parent of children	email and letter	CW		
6	25/05/2021	Allotments	Green chair missing from allotment	Chair found bu Outdoor Team and owner assisted to retrieve it	in person to Supervisor	CW		
7	01.06.2021	Cemetery	Restriction on times for interments	Referred to instructions given and said would pass on concerns	phone call	CTH		
8	01.06.2021	Cemetery	Hours available for Stone Masons to attend	Referred to policy but said would pass on the concern	phone call	CTH		
9	01.06.21	Sreet Cleaning	Would it be possible for your street cleaner to pick up some rubbish It is after tesco before weary traveller. It looks like take away litter. Many thanks	As mentioned a while back the Messenger facility has been disabled as we ideally need formal contact via the Council's e-mail/phone/writing... I'm afraid that MDDC arrange the Street cleaning and I am not sure who is doing this job now as there has been a change of Cullompton's Street cleaner. I will mention this if I see the operative tomorrow when I am in the town/Town Hall.	email	TCED/CW		
10	02.06.21	Allotments	Allotment holder contacted office to say a group of people had been seen on site 2 or 3 times i.e non-allotment holders - on apparently they were verbally abusive . Expressed concern as previously items had gone missing from his plot. Police had been informed. Requested battery operated CCTV camera is installed or dummy notices	Person advised this will be reported to 17 June Community Wellbeing Committee	2 phone calls	CTH		
11	04.06.21	Allotments	Volunteers using allotment holders bags to clear waste without permission	Supervisor visited site within 1 hour, spoke to volunteer supervisor and supplied bags	phone call	CTH		
12	06.06.2021	Allotments	Top Field allotment site paths need strimming	Will pass on to the Maintenance Team	in person	CTH		
13	08.06.21	Broken Glass	Please could we report to the MDDC Street Cleaner that at the bridge at Higher Mill Lane - the Tesco side, there is some broken glass	Advised that we would report this issue on the 'complainants' behalf but that have been advised by MDDC that they need to be apprised of any issues directly so they are aware of what their operatives are asked to address	E-mail	TCED/CW		
14	10.06.2021	Tree	Advised that we would report this issue on the 'complainants' behalf but that have been advised by MDDC that they need to be apprised of any issues directly so they are aware of what their operatives are asked to address	Their concerns would be passed to the appropriate person.	phone call	CTH		
15	10/06/2021	Cemetery	Grass not cut on his wifes grave	Supervisor spoke to man, explained that the grass had been cut in the last 3 weeks, other areas where grass cutting was undertaken and reassured the man that his wifes grave was important	in person to Supervisor	CTH		
16	09/06/2021	Market	The new trail layout was working well		in person to Supervisor	CTH		
17	07/06/2021	Cemetery	Complained about the length of the grass and a comment that we used to get it done by contractors	Explained that the team is now down to 2 men and that we were trying to get get quotes for grass strimming	in person to Supervisor	CTH		
18		Trees	Complained that 'our' trees are overhanging their garden	Supervisor left message for complainant, after looking at trees - but does thinks they are Mid Devon's tree	Email	CW		
19	07/06/2021	Culm Lea Play Area	Phone call from local resident - gate broken litter not being picked up - grass needing cutting	Maintenance	Email	CW		
20	07/06/2021	Cemetery	An email thanking the cemetry staff for the lovely way they had prepared the ashes plot and covered it over afterwards		email	CTH		
21	08.06.2021	Trees	Complaint that bottom of trees are not being cut	Forwarded to Maintenance Supervisor		CTH		
22	11/06/2021	Cemetery	Grass in cemetery not cut	Explained the situation and the councils plan to employ contractors to cut it	in person to Supervisor	CTH		
23	12.06.2021	Allotment - Tiverton Rd	Unkept allotment - TIV 19A	Council aware and tenant to be evicted.	Email	CW		
24	14.06.2021	Allotments	Complaint about the poor condition of an allotment and for the Council to take action.	Allotment needs strimming and tidying (as per policy) Tenant evicted and a new tenant being sought.	Email and phone	CW		
25	14/06/2021	Website Minutes	When will the latest cemetery meeting recording be up on the website	Advised this will be chased up with immediate effect	Messenger - Facebook	CTH	ATC	
26	18/06/2021	Planning	Question concerning planning applications in Cullompton particularly in relation to the former golf course at Padbrook Park.	Explained to the correspondent that, at this time, there has been no formal planning application to develop the former golf course at Padbrook Park although, from responses provided by the landowner to the consultations on the MDDC Local Plan and the Neighbourhood Plan, there may be an aspiration to do so.	Telephone	PL		
27	18/06/2021	Planning	Complaint that the letter of response to DCC regarding the proposed MUGA at Meadow Lane had not been supplied as requested.	Explained to the complainant that there was no letter sent to DCC and that the resolution of the council to support the application, with reservations, had been copied and pasted into DCC's planning consultation web page. The complainant was unsatisfied and stated that he would get a Court Order to obtain the letter that he is convinced exists.	Telephone	CTH		
28	21/06/2021	Cemetery Grass	Complaint regarding state of cemetery grass	Advised that the grass has been particularly 'prevalent' this year due to the sunshine and rain that we have experienced. Further, that the Council are currently in the process of arranging an external contractor to cut the grass and also the staffing constraints which have not helped. The grass has been cut twice in the last 1.5 mths. Profuse apologies were conveyed on behalf of the Council and with the emphasis that we are extremely mindful of the emotive nature of the situation.	Telephone	CTH		Needs excess soil added around double plot - Apparently (Perry) advised he would do a while back....
29	21/06/2021	"	"	"	"	CTH		Not happy - doesn't believe grass has been cut twice in the last 1.5 mths!
30	21/06/2021	" + Potholes	"	"	"	CTH		Top Right of Old Cemetery - where grass may not have been cut. Concern with H&S - potholes.
31	21/06/2021	"	"	ATC advised no response req'd	"	CTH		
32		"	"	ATC advised all 'in hand' No further response req'd.	"	CTH		

33	14/06/2021	Cemetery	Grass not cut	Supervisor spoke to her and reassured her.	In person to Supervisor	CTH			
34	22/06/2021	Cemetery Grass	Grass too long	Reassured complainant as above and explained the reasons why	Telephone	CTH			
35	23/06/2021	Praise	General comment/compliment regarding that trader is happy with the 'how the new Maintenance Supervisor works' i.e. listens and takes on board comments.	Thanked trader and advised will convey thanks	In person to Supervisor	R			
36	24.06.2021	Swallow Way	Street light surround broken	Road not adopted - directed to developers	Email	TCED	DCC		Has this been reported ?
37	25/06/2021		Browsing the website I came across meeting attendance monitors that were way out of date and incomplete. I also notice that what was recorded was non attendance with NO APPOGIES in some instances constant no apology. Surely this is not good example to public and in my case certainly think it unacceptable as it destroys confidence in their suitability to be in office. Apart from occasionally placing this info on website, what other purpose does it serve?	Thank you for your message as per below relating to attendance. I understand there are figures showing on the website which record Councillor's absence up to Sept'20 and can confirm that my colleague is currently looking at the attendance figures from that date to current and that this is 'in hand' - Absence as shown is absence with apologies (P) and absence without apologies (O). We are required to publish this information which does give members of the public oversight as to the meetings attended by individual councillors.	E-mail				
38	29.06.2021	Rubbish	Rubbish bags being left on pavement at Higher Street passed the traffic lights causing obstruction on pavement. Asked to make residents aware.	Forwarded to MDDC	Email	CW	MDDC		
39	30.06.2021	Cemetery	Resident disgusted with the state of the old cemetery. Unfair new cemetery is always cut. Grass was not cut for father's day it was above height of headstones	Apologised mentioned staff shortage	phone call	CW			
40	30.06.2021	Cemetery	Concern on sinkage of graves visiting grave 3 rows back not being able to see pitfalls	Apologised will put forward to Council	phone	CTH			
41	30/06/2021	Top Field Allotment	Chair stolen. Teenagers climbing through fence in evenings. Fence is now broken (NE corner near nig tree) & having 'get togethers' (congregating). Plot holders could perhaps get a new fence...Needs barbed wired -	Will pass to AA & mention to Maintenance Supervisor. Advised no barbed wire as H&S issue! Advised she should report to police.	In Person - T/Hall	CW			passed to AA Email from PC AL - sent email to tenants explaining the victim needs to report direct to police and info on how to do it.
42	30/06/2021	Recycling Boxes	recycling boxes outside 2 houses on Higher Street blocking pavement. Think no's. ****.	Advised needs reporting to MDDC - We will do	In person - Town Hall	TCED/CW	MDDC		Passed to AA Email response from CS MDDC - I will issue a Section 46 Notice to those properties for waste out early as these should not be out any longer than 24 hours after their waste and recycling has been collection
43		Floral Decs	Happy to continue to look after planters as long as tubs replaced - will water the 3 tier planter at Thorne & Carter but cannot reach higher 2 levels	Will arrange for Outdoor Team to perhaps water		CW			
44		Tree Planting Scheme	When Cllr. Guest was Mayor she raised this issue. She is liaising with MDDC (Christine Cricken) with view to a meeting being arranged to discuss way forward.	Advised will relay comments. Perhaps Special Projects Officer could liaise..?		CW			
45		Public WW	She has planted infill shrubs - would like to know when WC knocked down so she can 'rescue' and transplant shrubs	Advised will relay comments and passed thanks over		CW			
46		Cemetery Lack of Trees	Needs more trees & groups of trees in cemetery - too blank - not welcoming enough.	Advised would relay comments - perhaps something for C&T/Hall Comm..		CTH			
47		Goblin Lane	State of bridleway where Western Power have dug up road 4ft trenches - now sand and mud on surface	Will pass onto VFW (*****)		TCED/CW	DCC		Referred to VFW (*****). DCC FW apposed and investigating.
48		Clarks Ct Tree + Request for a new bench	Tree growing over wall - has been cut back by MDDC. Wishes to request a bench to be sited near sheep noticeboard for residents and locals to sit and chat.	Advised will relay comments		CW	MDDC advised contact landlord. Query who this is?		
49		Linear Pk Gates Issue	gates do not close automatically in play area as these should...	Advised this is MDDC and I will report to my contact		CW			
50		Hanging Baskets	What's happening - Why are there no baskets?	Explained this is in-hand		TCED			
51			Needs more trees & groups of trees in cemetery - too blank - not welcoming enough.	Advised will relay comments - If she could let us know about MDDC meeting outcome that would be useful..		TCED			
JULY '21						P&L			
52	01.07.2021	Top Field Allotment	Can CTC fill in hedge to stop people cutting through to field having BBQs etc.	Passed to TC/MS	Phone	Report no W211441800 and passed to non-safety defect lining team			This is the 2nd year this has happened. Gap has been left open. Do not know who hedge belongs to.
53	01.07.2021	Co-option response	Email requesting co-option form and response not received.	Forwarded to TC	Email	RESOURCES			
54	02/07/2021	Cemetery	Condition of the cemetery - specifically grass	Apologised. Explained position. Advised will speak with Maint. Sup.	Phone	RESOURCES			Maint. Sup. - Grass hedge; MDDC

55	04/07/2021	General state of Cullompton	And I apologise to you in advance for the below and just so I'm being clear it is not aimed at you ***** , but if you or the parish council can effect some influence and change on any of the below or take it forward at planning meetings I would be very grateful. What is going on at the moment ... we have fly tipping, I have an abandoned fly tipped microwave outside my house at the moment which I have reported over a week ago but it's still there. (See end of this email) anti social behaviour there was three young people outside my home last week at midnight beating each other up, destruction of property and vandalism... I found 5 min walk this morning not to be uplifting but disgusting and disappointing. Why would anyone visiting Cullompton want to move here?.. and there going to build more housing... with no gardens, nowhere to put recycling bins, insufficient parking. no waste management infrastructure e.g. recycling public waste bins particularly at bus stops and ugly house designs that have no architectural relation to the character of our region at all.. all we have to look forward to is more cramped, ugly, no greenery, depressing cookie cutter housing estates that could be anywhere. Mid Devon and Devon County Council seem by all accounts to neglect Cullompton and it's starting to show! Nothing ever seems to get done here everyone blames each other and trying to get hold of anyone is becoming increasingly difficult. frustrated is not where I'm at. The current state of the Gardens (if you can call them that now) on the corner of Willand Road and St Georges View is quite frankly a disgrace and now we have flytipping here because it is so poorly maintained and in a mess FYI. MDDC: Your request for Report fly tipping. Reference: U9BPUF	Many thanks for your message as per below. Yes, agree that destruction of property and fly tipping is not what we wish to see at all. Would you be happy for me to share your e-mail and photos to our District and County Councillors and also within the Council? I will enter your comments onto the Council's log and a record kept and shared to the Resources Committee together with any official response. Going forward, please can you e-mail any comments or complaints directly to enquiries@cullomptontowncouncil.gov.uk and these will then be progressed accordingly in line with the accepted procedure. I am happy to be cc'ed in so I can be aware of what is 'going on'.	E-mail	Resources/CW		Requested permission to share e-mail with Council + County & District Cllrs. Advised request for any future comments/complaints to be e-mailed to enquiries follow accepted procedure.
56	05/07/2021	AGAR	Is there any reason why the council is NOT publicising the way for the public to ask questions re finance ?Hope to see a link soon.	On the Council's website is information regarding raising questions – The Annual Governance Statements and accounts as you are aware, are signed and dated by the Chairman and then forwarded to the external auditor who undertakes the audit and reviews the accounts for the year, verifying their accuracy. The accounts must then be available for public inspection for 30 days and electors are able to exercise their rights to:https://www.cullomptontowncouncil.gov.uk/_UserFiles/Files/Finance/2020-2021%20FY/public%20rights%20for%20web.pdf NB: Under My Council, Finance, Annual Returns 1. Inspect: i) Copy the statement of accounts and auditors report; ii) accounts & supporting documents2. Ask the external auditor questions3. Object to the accounts or items within these . Have you sent questions in to the Town Clerk or the auditor?		TC		
57	05/07/2021		Happy to see how good tubs look at Lower Bullring. Offer to plant up 3 tired planter outside Hayridge if staff not already doing..	Thanks given and confirmed with liaison with MS.	Phone	TC	Liaise with Maint. Supr.	
58	05/07/2021	Grass verge	Overgrown vegetation on grass verge bordering property. Trees fallen over luckily on grass verge side.	Will investigate ownership of grass verge and will call back asap	Phone	TC/CW	Believe this would be MDDC/County - Telephoned 08/07/21 and advised this would probably be MDDC as re-iterated that best way is to report directly either by ringn customer services/on-line - a ref. no. will be given. Addt. I have contacted Cllr. Berry who will contact ***** directly.	
59	06/07/2021	Grass verge	Overgrown vegetation on grass verge at the southern end of Millenium Way. Broken fence at the same location.	Will investigate ownership of grass verge and will call back asap	Phone	TCED	MDDC contacted to establish ownership. Update 17/08/2021: DCC, whilst unable to provide contact details of the landowner, have written to the landowner to request that the land is tidied up.	
60	07/07/2021	Grass verge (duplicate of Log No 58)	Overgrown vegetation on grass verge bordering property. Trees fallen over luckily on grass verge side.	Will investigate ownership of grass verge and will call back asap	Phone	TCED	Believe this would be MDDC/County	
61	07/07/2021	Leat - FP1	There is a problem with adult cyclists thinking that the public footpath at the end of Higher Mill Lane is a Bridleway and insisting on ploughing through the narrow alley between The Mill (the green house adjacent to the footpath) and the high wall of the gardens on the other side of the path. The footpath remains narrow as it turns the corner until it reaches the outlet for TESCOs. It is really only wide enough for single people and passing others can be difficult. This morning a large young male adult refused to get off his bike, when asked, despite pedestrians ahead of him, insisting that this was a bridleway and refusing to accept this is a Public Footpath. So insistent was he that I checked the OS map to confirm that it was, as it has always been, a Public Footpath. IN recent months I have encountered other cyclists using these narrow paths as cycle routes which causes mounting anxiety to pedestrians. This footpath is used by all manner of pedestrians including the elders from the sheltered housing near the top of the Lane, school children and Mothers with children and pushchairs. Whilst I am not suggesting any enforcement measures be considered, I do believe a clear sign stating that this is a Footpath and requesting cyclists dismount would be sufficient deterrent in most cases. In terms of ownership, it has long been hard to ascertain the ownership of Higher Mill Lane, and equally the footpaths so it would be difficult to insist that any one individual had responsibility for erecting any signage but as the Path is used and enjoyed by many of the people of Cullompton I would be grateful if the Council would consider erecting such a sign before there is a nasty accident.	Many thanks for cc'ing me into your reply –NB: I have not seen the original e-mail from ***** and I believe it is because my e-mail address is slightly incorrect (– Not to worry ***** I have it now. My e-mail address has a full stop/dot between Deputy and Clerk) Thank you for contacting ***** . This could be considered a potential health & safety issue as the path as we all know can be quite narrow in places and is used by many pedestrians so not overly conducive to cycles and certainly not at the same time! I await Devon County's response in terms of signage. I am also cc'ing our volunteer footpath warden (*****) so that he is apprised of the comments and also the Town Clerk, Joy Norris and the Chair of Community Wellbeing Committee, Cllr. Janet Johns.	E-mail (+ via Cllr. Woollatt)	TCED	Community Wellbeing Committee	
62	13.07.2021	Back Lane (nr Exeter Garage)	Street Cleaner received several complaints about the Lane needs clearing.	Will investigate - CTC have previously (regularly) cleared passed to MS	in person	TCED	Passed to Maintenance Supervisor	
63	19.07.2021	New Cut	Drain blocked with weeds etc	Will investigate - CTC have previously cleared passed to MS	phone	TCED	Passed to Maintenance Supervisor	
64	19.07.2021	Station Road to bridge (Tesco) path	Overgrown hedge. Blind man on mobility scooter complained it is hitting him in the eyes	CTC have previously cut. Passed to MS	in person	TCED	Passed to Maintenance Supervisor	
65	19.07.2021	Path nr Bramblehais	Overgrown hedge. Blind man on mobility scooter complained it is overgrown on path			TCED		
69	19/07/2021	Various	Call Cullompton Police regarding the seizure of CCTV footage of an incident that occurred on 11/07/2021.	CCTV burned to DVD ROM and collected by PC Legg.	Email	TCED		

70	19/07/2021	Various	Call from Cullompton Police regarding the seizure of CCTV footage of an incident that occurred on 09/07/2021.	There was no CCTV footage of the alleged incident within the specified time frame. PC Legg informed.	Email	TCED		
71	23/07/2021	Fly Tipping	Call regarding the fly tipping of rubbish bags, some containing food waste, outside the former Community House.	MDDC contacted via their website to report the fly tipping.	Telephone	TCED		
72	25/07/2021	Illegal Vehicular Access	Despite MDDC PLANNING DEPARTMENT Granting illegal vehicle access over public land, to also allow the Cullompton Town Council illegal access to the rear of the week Waldrons House this is totally unacceptable from MDDC and DCC and Cullompton Town Council. The status of footpaths by Parliamentary entry over rides that of local councillors in law. Motorised vehicles cannot be legally granted access locally at any level of authority. I will be approaching Parliament at the earliest opportunity once all criminal acts have been fully documented. https://www.whatdotheyknow.com/body/devon_and_corn_wall_police		E-mail to DTC	TCED		I understand this individual has been classed as a vexatious individual and that the Council will acknowledge but not respond to said party
73	29/07/2021	Play Area - Head Weir	Can i just check something about the signs in the park. Where there are signs saying no balls games are they council signs or *****? I know that ***** appear to want to go to lengths to stop children enjoying themselves. The ***** has been very rude to my son and others on more than one occasion and they seem to want to try and close the park.		E-mail to DTC	TCED		
74	20.07.2021	New Cut	Complaint about blocked drain/gulley and rubbish (walks passed on a regular basis)	Email sent to MDDC.	In person	TCED		
75	27.07.2021	Station Road	Complaint that the lines on the road are faded especially on approaching the traffic lights from the High Street end	Email to Highways	Phone	TCED		
76	03.08.2021	Honiton Road	Local resident complained cars blocking access to road asked who she could talk to.	Given Transport and Roads tel no. as requested	Phone	TCED		
77	04/08/2021 approx. 3:30pm	Water Loss - Higher Street	Local property has water flooding out of the door and running about 50ft down the road - Apparently been running for quite a while. Caller asked if Council holds a list of local landlords.	Advised Council do not hold these records and that this would not be jurisdiction of the Town Council. Further that as South West Water have said they cannot do anything in terms of this issue (as water coming from inside property) that the suggested course of action is to (if comfortable) approach the tenants to advise. Caller explained they are not comfortable speaking directly to tenants and the caller believes the tenants are aware of the situation but probably don't know what to do. Advised caller that in the circumstances, perhaps the neighbouring business has the landlords contact details. Alternatively, if no joy then to contact the local police on 111 to speak with Cullompton's Community Liaison Officer (Mel Spiller) who may be able to arrange translation with the tenants to hopefully resolve this matter quickly.	Phone	TCED		
78	05.08.2021	Grave research	Visiting area pleased to find relative's grave.	Research on records carried out and grave located by indoor and outdoor staff	In person	TCED/CW		
79	09.08.2021	New Cut	Rubbish pile up in The New Cut almost blocking public right of way again, especially for wheelchairs, mobility scooters and pushchairs. The green wheeliebin labelled ***** yet is full of others rubbish as well as some of ***. Can you please send me an update on your enf/21/00149/urban to assist in sorting this problem? Black sack collection is not scheduled until Friday.	For info only cc email to MDDC from ****	Email	TCED/CW		
80	17.08.21	Grave reserved	**** called in at the cemetery and complained that the grave she had reserved has not been marked as reserved whereas all the rest were. She has spoken to someone in the office twice about it.	Email sent to office asking for confirmation of all graves reserved. All reserved graves then checked for reserve markers and installed if needed	In person to supervisor	CTH		
81	19.08.21	Cemetery grass cutting	**** complained that the grass was not being cut	Supervisor explained the situation	In person to supervisor	CTH		
82	19.08.21	Cemetery memorial plaque on bench	**** stated that she has a memorial plaque on the bench that was outside the mortuary, and asked where it was?	Supervisor to investigate	In person to supervisor	CTH		
83	19.08.21	Cemetery milk bottle watering containers disappearing	**** complained that all the old milk containers she brings up to the cemetery keep disappearing	Supervisor apologised	In person to supervisor	CTH		
84	19.08.2021	Vandalism - Top Field Allotment Site	Several tenants have complained about vandalism at the Top Field allotment site.	AA reminded need to inform police. Item put forward to CW	Email and phone	CW		
85	19.08.2021	Cemetery - Hi Viz	Maintenance Supervisor not wearing hi viz on site	Will pass to Town Clerk	Phone	CTH		
86	18.08.2021	Cemetery - Name Plate	Promised a name plate by Cemetery Operative would be put on grave but not done	Will pass on to the Cemetery who were busy but will now do it.	Phone	CTH		
87	22.08.2021	Tufty Park	Steering wheel on the tractor missing leaving an exposed pole which looks rather dangerous especially should a child fall onto it. The large round swing is missing. What is happening with the repair/replacement of these 2 items? The missing steering wheel seems to be a priority in the interest of safety and not particularly costly? Tufty is a popular play park and it is sad to see it falling into disrepair so soon after its refurbishment. Please can you respond with an outline time for repairs, at your earliest convenience.	Town Clerk has responded	Email	CW		
88	23/08/2021 8:52am	25 High Street	The leak is getting worse... any news on when it will be repaired? I am considering contacting historic England to turn it into the towns new leat! I hate to imagine how much water is tricking down the drain each day	No action - Sent by 'complainant' directly to South West Water	CC'ed to DTC & ATC	TCED		
89	03.09.2021	Zoom meetings	Complaint that meetings are no longer being held by Zoom	Advised how could listen/attend	In person	TC		

90	06/09/2021	Cemetery & Town Hall Finances	I notice that in recent accounts a site visit to cemetery seems to have been made by someone and a report submitted that cost £750. Can you please explain the following:	<p>1 Who made the visit? This was in relation to a visit by a structural engineer</p> <p>2 Why? To assess the viability of the chapel structure as there were concerns that the building may have been subsiding. This was agreed by the Cemetery & Town Hall Committee</p> <p>'Site Visit - Visit to the Chapel to make an inspection of the existing structure, record the form of construction, condition and extent of any structural defects.</p> <p>2. Appraisal and Report - Provide written structural report on the chapel with - a. Description of construction and any structural defects found. b. Conclusions as to the probable causes of any cracking, movement or other defects found. c. Recommendations for further investigations if necessary. d. Recommendations for structural repairs or improvements as required.</p> <p>Our fee for items 1 and 2 will be £750.00 + VAT, inclusive of travelling expenses.</p> <p>3 Where can a copy of the report be found/seen?</p> <p>On the website under C&T/Hall Committee Meeting 14th July 2021 (Supporting Paper J) and associated previous Information Committee Meeting 6th May 2021 - I am attaching the report and associated documentation now for your perusal and ease of reference.</p>	E-mail	CTH		
91	20.09.2021	Back Lane/Haymans Close	<p>1. I'm not even sure if it's officially called Bell Lane, but I'm sure you still know where it is I'm talking about. I asked a Councillor a couple of months ago about getting the road sweeper down there to clean up the broken glass that's been left there for ages,</p> <p>2. also for someone to cut back the brambles which are overgrown again on the slope leading up to haymans close. If this isn't the council's responsibility then could you please get the person or people who are responsible to get it sorted out. The slope is getting worse and yesterday I personally got caught up in the brambles and cut my hand. 3. There's broken glass along the lane, there's rubbish left outside of the back of the pub, a fridge which has been trashed. It's an eyesore and a danger for people and pets.</p> <p>I hope that something can be done, as I don't think the councillor I spoke to even passed on my concerns.</p>	<p>1. Passed to MDDC. 2. Passed to Maintenance 3. Passed to MDDC</p>	Email	TCED/CW		
92	09/09/2021 14:07:00	Station Road Toilets	<p>Hello. Please can you get someone to clean the public toilet in Cullompton . The state of it is quite horrible. We have seen cleaner go in there to replenish but it really does need a good scrub and bleach. My colleagues and I are working**** and the only access we have to facilities are there. We are constantly trying to keep our area**** sanitary and clean and have to use the one public toilet. Also this is the first impression a lot of visitors to Cullompton will get. If they visit here and with the town trying to regenerate after the epidemic. This is not ideal.</p> <p>Thank you</p>	<p>Thank you for your email, I have sent your email to our cleaning contractor (without your name or email) asking them to make sure that the toilets are cleaned thoroughly every clean. I will also be asking our maintenance supervisor to do some spot checks and your comments will be logged on our comments log and reported to the relevant committees.</p>	email	TCED		
93	22.09.2021	Fore Street pavements	Pigeon mess on pavement particularly by Post Office and Nortons	responded and reported to MDDC	Email	CW		
94	29.09.2021	Allotment - Tiverton Rd	Overhanging trees onto tenant's shed inside GOAB bottom corner	will report to Committee	In person	GOAB		
95	13/09/2021	Cemetery	The length of the grass in the cemetery	The supervisor explained the situation	In Person	CTH		
95	21/09/2021	Tufty Park	Compliment to the supervisor about the hedge being cut back.		In person	CW		
96	22/09/2021	Tufty Park	Compliment about the hedge being cut back to the supervisor		In Person	CW		
97	22/09/2021	Condition of Cemetery	Complaint to the supervisor about the state of the cemetery. That ants were making mounds on the graves and that the person had to remove them.	The supervisor explained the situation and added some turf as promised to the area where the ant hill had been removed.	In person	CTH		
98	23/09/2021	Tufty Park	Compliment to the supervisor that it was good to see that maintenance was being done on the park		In Person	CW		
99	28.09.2021	Falcon Bus Shelter	Complaint asking what progress has been made on the Falcon bus shelter. Mentioned in Cullompton Crier Spring 2019	Forwarded to Town Clerk	Email	TCED		
100	5.10.2021	Cemetery Memorials	Oversized base MAG 19 - what is happening about it and the size of items on top of tablets	Spoke to **** explaining that the Stone Mason has agreed to replace the base with a smaller one and will be doing so when they are next in the area. Also that the size of items will be discussed at the C&T/H Committee	Letter and phone	CTH		**** was happy with action being taken and said to ignore his letter.

101	13/10/21 @ 3:32pm	Parking Ticket	I hope that you can help me with my appeal against a parking charge. On Saturday at the Autumn Festival Market, I parked in St. Andrews, having unloaded on the road side. It was very busy from the start. When I parked I had no cash so put in an "hours free" ticket, intending to return imminently. There were so many people passing through, that time flew and I forgot. I paid rather late, went to the car with the ticket to find an unpleasant surprise stuck on the windscreen. By the way, the glue does not come off readily which adds to the aggravation. Parking fines issued to stall holders are not kind when they are contributing to the prosperity and good vibe of Cullompton. I do not think it fair that regular stall holders should have to pay to park in St. Andrews - a car park never full, even on this Saturday I had not intended to defraud the car park. This fine represents about 25% of my takings, which is hard to accept. I could, if must, live with a £10 charge but £25 (discounted from £50!) is excessive. I was not using the car that you have registered for Wednesday markets as by the by, takings were disappointing... down 50% on last year's Autumn Festival. That one was in for MOT. I attach copies of the paper evidence.	I am very sorry to hear that you have received a parking ticket as stated below. The Town Council owns the site however has an agreement with DCC to administer the parking enforcement and it will periodically send around wardens to ensure that vehicles are parked appropriately. I see that you have made a representation to have your ticket rescinded but to be honest I doubt this will be upheld as otherwise this will set a precedent... we shall see. The Town Council would not be able to make a representation on your behalf, especially on this basis I'm afraid. As you are aware, your virtual permit only covers the car as registered for the MDDC Forge Way/Station Rd car park whilst the Wednesday Street Market is running.	E-mail	TCED	DCC		
102	14/10/21 @ 10:31am	Purchase of land	Thank you for taking the time to review my email. We're interested in purchasing a plot of land in Cullompton, in Blackborough which is currently under the B8 Storage Use Class. I'm just enquiring as to who we could speak to about the guidelines for that land, the limitations of the B8 Class and the process of applying to have it changed. Would love to have a conversation or an email exchange with any advice.	Just to advise that it would be Mid-Devon District Council (Planning Dept.) that you would need to contact in relation to this matter as the Town Council is only a statutory consultee for planning. MDDC telephone number is 01884 255 255.	E-mail	P&L	MDDC		
103	19/10/2021	Website - Upcoming Meetings	Can someone update the errors as below?	Thank you very much for bringing this issue to our attention - I have amended the site accordingly and it now states the correct date and the extra 'Committee' wording has been removed.	E-mail	TC			
104	5.11.2021	Fore Street Pedestrian Crossing	Comment on fading of lines on pedestrian crossing	Reported to Devon Highways ENQ211464508	email	TC&ED	ENQ211464508		
105	08.11.2021	Headweir park barrier	"I am emailing with concern regarding a barrier that has been erected in Headweir park road. This wooden barrier surely hasn't been constructed by the council with screws sticking out, metal plates with sharp edges overhanging and no soft landing. There clearly has been no risk assessment or health and safety policy! We can see this clearly has been erected to stop children playing football which is ridiculous, we are meant to be encouraging sport and safe fun. I also know **** who the garage belongs to (with the painting goal) is in favour of children playing and doesn't mind. I guess **** which has stuck 'no ball games' is involved? I ask you as councillor to look into this please and to shed some light into the silly but dangerous blockage Cullompton is meant to be a family village, encouraging families to use our beautiful outdoors"	Forwarded to Town Clerk	Email	CW			
106	10.11.2021	Grass cutting	Complaint about grass cutting in Cullompton. **** said had phoned twice and both times had spoken to a guy, the second time **** called he said the guy said he'd lost his number but would get someone to call him back - they haven't. **** said if **** didn't pay **** council tax bill he would be in trouble, so why are we not paying MDDC bills to cut the grass in Cullompton (said someone had told him this). The lack of grass cutting (in general) is causing issues with litter and dog fouling and concern on safety for **** child.	Emailed to DTC for someone to call him back in the new few days.	phone	TCED			
107	01.12.2021	Cemetery	Complaint about the poor condition of the old cemetery especially this year and why does the new cemetery get priority with grass cutting.	Said would forward the comments on to the TC.	in person	CTH			
108	01.12.2021	Hedge cutting	Resident/allotment tenant enquired as to when the hedge along Tiverton Road is to be cut - 2nd time of asking.	Said would forward the comments on to the TC.	In person	GOAB			
109	09.12.2021	Cemetery	To whom it may concern Town Council. A few of us have heard that the **** family ***** are having a granite bench up our cemetery. Why would you let them do such a monstrosity of a thing up our cemetery can't they have a wooden bench like everyone else to correspond with the rest of the wooden benches so everyone that is walking up the top of the cemetery can sit on it as well not for just their family. *****	Passed to TC	Letter	CTH			
110	10.12.2021	Bereavement	Compliment on my 'expertise and I had been brilliant' in assisting her with the options and the procedure of the interment of her brother's ashes.		Telephone	CTH			
111	19.12.2021	2nd Christmas Event	"Morning Maria I just wanted to send you a quick note to say thank you for all the support you and the town council gave to the Christmas Festival in both organisation and on the day. We felt it was a credit to the town to see everywhere so busy with people despite the C-19 fears that are still around at the moment. Wishing you and all the council members a very happy Christmas and we look forward to a prosperous 2022. Roll on the spring Festival!!"	E-mailed response	E-mail	TC/CW			
112	18.12.2021	Emails	For some time I have noticed that council emails are not following standard	TC forwarded the content to microshade for their information and comment 20.12.2021.	Email	Resources/TC			

			procedures, please see below, screenshot of email header to me, and VisionICT notes. 					
113	10/01/2022	Christmas Event	thankyou for your response the lights around Cullompton as a whole were great to see and we enjoyed taking the children to see them.	E-mailed response in relation to the winners of the competitions and the comments made by the judges	E-mail	CW		
114	08.02.2022	Road closures	I am wondering who made the ridiculous decision to close the Old Tiverton Road for 11 days WITHOUT coning off the High Street. At 0730 this morning 3 cars were parked causing chaos with everyone trying to get to work. And also which clever person is also allowing Orchard Way to be also closed for 2 days on the 14th Feb whilst the Old Tiverton Road is still closed? Are you going to rethink this? Are you going to stop people parking in the High Street or are you going to sit idly by as normal and do nothing?	Forwarded Devon Highway's make a complaint info.	Email	TCED	Highways	
120	28.02.2022	Christmas Lights	I have been in contact with many people in the town since Christmas and all of them have commented to me on the poor quality of Cullompton Christmas decorations. I myself have noticed that the trees in the Upper Bullring normally full of little lights, were very poorly dressed this year and the whole display looked meagre and half-hearted. The two large Christmas trees which in previous years have had an abundance of lights - which changed colour in sequence were also a very poor show. I also understand that there was a fiasco at the switching on ceremony when the lights failed to come on at all. This is not good for Cullompton and very disappointing for residents. I believe the firm who installed the lights were paid an extortionate sum, surely with a bit of effort on behalf of the Council and some preplanning we could have a really good display once again, one that residents and taxpayers could be proud of.	passed to TC	Letter	CW		
121	23.02.2022	Black Sacks - New Cut	c20 x Black Sacks been left for several days, regular occurrence - asked to be copied in on correspondence	Copied *** on email sent to MDDC. Emailed MDDC who responded saying it would be collected and requested they email ** on their response.	In person	TCED & CW	MDDC	MDDC response: We have been out to the new cut this morning and found around 40 bags of rubbish there. Unfortunately we already had a full van so we were unable to collect all the sacks. We are aware this is a reoccurring issue and we are going to investigate this further to see how we can prevent this happening in the future. This means the rubbish bags will be investigated by a district officer today as a flytip offence instead. We aim to clear the rest of the bags by tomorrow but we just wanted to let you know what was happening and this is also a follow on email from the one previously sent to *** to say we would clear today. Our recycling officer will also be around the area tomorrow. Please let us know if we can help any further. Kind regards, Street Scene Mid Devon District Council
122	23.02.2022	Builder's rubble - New Cut	Builders' rubble left for over a year not been removed - asked to be copied in on correspondence	Reported to devcon at MDDC. Copied ** on email asked they respond direct to him.	In person	CW	MDDC	Devcon reponse: Thank you for your email. The planning support team are currently working from home and in the office on rota basis to take calls. We are experiencing high volumes of correspondence by email and post but aim to respond to or action your email as soon as we can. We are currently working on Emails and Post dated 18th January 2022. Any representations received by email and Post are processed in date order and we can advise that these will be accepted for consideration. Please note these take longer to process and publish than the online comments. You can comment and search on planning applications by using the public access system where all planning information is held Search and comment on planning applications - MIDDEVON.GOV.UK If you are wanting to report an alleged enforcement breach please use the online form as we are not able to accept emails https://www.middevon.gov.uk/doi-it-online/planning/alleged-planning-breach/ Thank you for your patience. Planning Support Team. devcon@middevon.gov.uk
123	25.02.2022	Xmas light cable dangling o/s Town Hall	Xmas light cable dangling from tree immediately o/s Town Hall	AA reported to TC on way home who reported it to MS	Phone call	TCCEC & CW		TC & DTC addressed issue on a temporary basis.
124	03.03.2022	White cable o/s Thorne & Carter	White cable hanging down from tree outside Thorne & Carter	AA reported to MS	Phone call			
125	03.03.2022	Rubble - New Cut	**** previously reported rubble wanted to know what was being done. Said had not received emails.	Copied *** email sent to and received from devcon at MDDC	In person	CW	MDDC	
126	07.03.2022	Rubble - New Cut	**** received a 'we are currently working on Emails and Post dated 18th January 2022' email response from MDDC. He responded and believed it was a CTC response 'what a ridiculous situation, it is plainly obvious that working from home is NOT WORKING FROM HOME, otherwise they would not be nearly 2 months behind in answering e mails & post. Get them ALL back to the office where the bosses can keep an eye on them. I expect the name/s & contact details of whoever may be dealing with my complaint. I do not expect to wait 2 months for a reply. Thank you. *****'	AA responded informing **** that this was a matter for MDDC and that he may wish to contact them.	Email	CW	MDDC	

127	08.03.2022	Fly Tipping Jarmans Court	**** came into the office to report fly tipping in Jarmans Court and emailed photos. There is a mattress very close to blocking gas boiler flue. Since reporting it a couple more bags have been added. A fox has been seen several times.	Forwarded details and photos to Streetscene at MDDC	In person and email	CW	MDDC	
128	08.03.2022	Rubble - New Cut	Email received from **** - "Would you kindly let me have a NAME, E mail address & telephone number of the person who I should contact. As a matter of interest, if trying to make our town more tidy on behalf of tax payers of which I contribute E42 per week (and rising) 52 weeks of the year is not in your remit what is ? ***** 2nd email "You have not answered my query. You must have a list of heads of departments, if not why not, I would like the name etc as requested. What is in your remit? Thank you ***** Next email: "With 1 week to go before the next rubbish collection the entrance to the New Cut is already looking like a SLUM area. Together with the accumulated builders rubbish. Have the respective council's no pride in this town. Get a grip, take a look for yourselves. *****.	After discussion with DTC - AA responded for a second time - as requested, the contact number for Mid Devon District Council is 01884 255255 who will be able to give you the information you require. AA forwarded future communication to TC.	Email	CW	MDDC	MDDC response: Good afternoon *****. Thank you for your emails in respect of the untidy public open space at the New Cut Cullompton. This would be a Street Scene matter as it's a FLYTIP, and I have sent this on to them to 1. To organise a clean up the rubble from the street (they may want to contact you to ask the actual location) 2. To also look at investigating the matter of fly tipping of the rubbish and rubble. It may be difficult for Street Scene to pursue this now if it's been there for over a year, but thank you for letting us know. Kind regards. ***** (please note I am currently in training as a Planning Enforcement Officer)
129	25.02.2022	Leat Path Cutting	I met a lady on the Leat Path between Station Road and Tesco. She remarked to me what a great job had been done cutting the verges back and how lovely it looked. She also said how nice it was to see that they had cleaned up after themselves!	I informed Margaret so that she could pass the compliment on to those involved	In Person			
130	14/03/2022	Meeting Recordings	Why are the audio recordings for various meeting SO NOT UP TO DATE? I consider this as being a real failure of the public who should, in my view, be able to access these recordings within 48 hours of the meeting taking place. It is my experience that to download a recording takes only minutes, sometimes seconds. I can see no reason why this type of task is not actioned the next working day after the meeting has taken place. Is there any valid reason that these recordings are not posted efficiently enough?	Thank you for your e-mail as per below relating to the meeting recordings not being added to the Town Council's website in a timely fashion - I apologise for any inconvenience and will cc the Town Clerk into this response so that this matter can be addressed as appropriate.	E-mail			
131	03.03.2022	Cemetery	The area around ***** wife (*****) grave is uneven and holes hidden in grass. Can the Council please level. XV 53.	Will investigate for him. Emailed MS to investigate. MS has levelled the area.	In person			
132	14.03.2022	Fallen Tree - Field next to Tufty Park	Phone call from member of public advising tree fallen across river from field next to Tufty Park approx 30' high.	Will report to MDDC. MDDC advised not their tree but would get a contractor to remove it.	Phone Email		MDDC	
133	16.03.2022	Street Cleaning	Complaint from local business person street cleaning is not up to scratch. Parts around the edges near walls not swept, cleaning further down the High Street, Fore Street and around Aldi not being cleaned.	Asked who was responsible when said MDDC she said she would contact them (this was in the street).	In person outside the Town Hall		MDDC	
134	22.03.2022	The New Cut	The rubbish, including one large wheelle bin and a multitude of various sacks, in the entrance to The New Cut, Cullompton is once again restricting the right of way into the footpath, especially for buggies and wheelchairs. Your collection is due for Friday morning. Can you please remove it as soon as possible. The builders rubbish on "the pleasant seating area" of the Conservation Area in front of the old Methodisr Church has still not been cleared.	forwarded to MDDC and Councillors	Email	cw		TC response: Good morning, Thank you for your email. Dealing with refuse collection and fly tipping is the responsibility of Mid Devon District Council. I have however made the District Councillor and the relevant Town Councillors aware of the content of your email.
135	23.03.2022	Jarmans Court - rubbish/fly tipping	Thank you for reporting the fly tip to mid devon council but it hasn't been removed yet. When it is time to put the bags on the road for collection a few bags do get put out but lots of rubbish remains. Again at the moment something has ripped open some bags and there are nappies on the carpark. It really isn't very nice to have to drive over nappies and food waste to park our car. Obviously whoever puts the black bags out doesn't have or use a food caddy. The mattress that was blocking the air vent has just been moved to one side so even so it's unsightly at least it's not dangerous any more. ***** has been out this evening to remove rubbish from right outside our door which was disgusting. We spotted *** from the flats above the nisa shop putting a black bag there but I don't think it's all hers. Sorry to be a nuisance but can you report it again please? Thank you	forwarded to MDDC	Email	cw		Emails sent
136	22.03.2022	Linear Park bench	We have received a report of a blood soaked bench in Linear Park, Fairfax Road, Cullompton. It is outside the play area next to the footpath/cycleway - not sure if this is Cullompton Town Council or Devon County Council. The bench has been cordoned off but will need cleaning.	TC to AA. AA asked SW/DO to investigate and clean	Email and phone			Complete
137	30.03.2022	New Cut	Good morning, At 8.42 on 23rd March I sent you an e mail, Could I please have a reply, I will not let this rest until I have satisfactory answers & ACTION. I request a meeting with whoever is responsible for the TWO complaints ie Rubbish & Builders rubble. I have always taken pride in my surroundings & these eyesores are a blemish on this town. Thank you *****	TC	Email	cw		

