

17/04/2020

Enquiry Trace Form - Preview

Enquiry: 6165475	Logged by: External to Confirm	on 31/03/2020 11:33
Service: Carriageway/Footway	Classification: Report or Observation	
Subject: Carriageway Damage	Enquiry Ref: FS-CASE-190059898	
Desc.: Road Damage - I am aware that this has already been reported but the customer is now asking for an update as no progress has been made, can you please chase with the itility company the information has been sent to and advise customer of an update. ref 6162695. Customer has consulted her local MP regarding this. . Submitted by Advisor: personal data		

Street: Wollaton Road (4908170), Beeston, Nottinghamshire	Area: Broxtowe
Street Address: Wollaton Road	Ward: Bramcote & Beeston North
Location: outside no 204 Wollaton Road (personal data)	

Customer: 8165647	Time: 31/03/2020 11:33	personal data
Name: personal data	personal data	
Address: personal data		
personal data		

Current Status:				
No.	Effective	Status	Officer	Follow up Date
10	14/04/2020 15:33:12	Insp Comp - No Further Action	personal data	
		N personal data ope you are well, Inspected today the 14/04/20 15.30. Repairs have been completed, please see attached photo's. Stay Safe personal data		

Status history:				
No.	Effective	Status	Officer	Notes
9	08/04/2020 13:46	Holding Response Sent	personal data	<p>From: personal data Sent: 08 April 2020 13:46 personal data</p> <p>Cc: Freedom of Information (foia-eir-dpa@nottscc.gov.uk) <foia-eir-dpa@nottscc.gov.uk> personal data</p> <p>Subject: RE: Wollaton Road, Beeston (HAMS 6165476)</p> <p>personal data</p> <p>Thanks for your email and I am sorry to learn this.</p> <p>I will speak with Highways Inspector for the area and get them to follow this up with BT. With regards to releasing the content of the HAMS enquiries and the Inspector's photographs, I have copied the Freedom of Information Team in on this email.</p> <p>Kind regards, personal data</p> <p>District Manager (Rushcliffe) Via East Midlands Ltd Tel: 0300 5008080 Int 74249 personal data</p>

Status history:

No.	Effective	Status	Officer	Notes
8	08/04/2020 13:45	Holding Response Sent	personal data	<p>personal data</p> <p>Sent: 08 April 2020 12:28</p> <p>personal data</p> <p>Subject: RE: Wollaton Road</p> <p>Thanks personal data</p> <p>personal data</p> <p>advise me that BT did a temporary repair on the 3rd April and they were to return yesterday to do the proper fix. They didn't turn up.</p> <p>I have seen pictures of the damage to the property (a 1.5cm wide crack) and the residents' home insurance appointed a surveyor with a view to making a claim against BT. I have been told there is similar damage to the neighbour's property as well.</p> <p>Could you let me have a copy of the report personal data plus any pictures taken by the inspector in March. Plus any other evidence that would help the residents with their claim.</p> <p>I don't think we are at fault here at all.</p> <p>Thanks.</p> <p>personal data</p> <p>Bramcote & Beeston North (Liberal Democrats)</p> <p>personal data</p> <p>data could you see if they have done the necessary repairs here and take some up to date photos of the site? Hope all is okay with you. Many thanks personal data</p>
7	07/04/2020 11:02	Holding Response Sent	personal data	

Status history:

No.	Effective	Status	Officer	Notes
6	07/04/2020 11:02	Holding Response Sent	personal data	<p>personal data</p> <p>Thanks for your email.</p> <p>I have just found the enquiry and my apologies for the delay in coming back to you.</p> <p>Our Inspector originally attended to this site on 20th March and issued BT Openreach with an emergency defect notice, which required them to attend the site within two hours. She advises me that she explained to BT the seriousness of the 2 hr response as this was not just the frame moving but the whole structure around the Double frame (approximately 2.2m X 1.6m structure). She stated that she very much appreciated your enquiry on the basis that BT failed to act.</p> <p>On 3rd April, the day we spoke, she met BT Openreach on site at 2pm and escalated the original defect. The BT Operatives proceeded to stay at the site until the necessary repairs or traffic management could be arranged. personal data personal data</p> <p>I have asked the Inspector for an update on the site conditions and some photographs. I will send these on to you asap.</p> <p>Kind regards,</p> <p>personal data</p> <p>District Manager (Rushcliffe) Via East Midlands Ltd Tel: 0300 5008080 Int 74249</p> <p>personal data www.viaem.co.uk personal data</p> <p>Sent: 07 April 2020 10:19 personal data</p> <p>Subject: Wollaton Road</p> <p>Hi personal data</p> <p>Did you manage to find out about the road damage we spoke about last week?</p> <p>personal data</p>
5	07/04/2020 10:59	Holding Response Sent	personal data	

Status history:

No.	Effective	Status	Officer	Notes
4	03/04/2020 17:05	Holding Response Sent	personal data	personal data Glad to be alerted to this one, as I explained to BT the seriousness of the 2 hr response this was not just the frame moving but the whole structure around the Double frame, Approx 2.2mtr X 1.6mtr Structure. Met BT Openreach at location around 14.05hrs. They agreed its need immediate response Openreach staying on site over the Defected utility until repair's or TM can be made. personal data
3	03/04/2020 14:33	Section 81-Utilities notified	personal data	personal data personal data personal data Glad to be alerted to this one, as I explained to BT the seriousness of the 2 hr response this was not just the frame moving but the whole structure around the Double frame, Approx 2.2mtr X 1.6mtr Structure. Met BT Openreach at location around 14.05hrs. They agreed its need immediate response Openreach staying on site over the Defected utility until repair's or TM can be made. personal data
2	01/04/2020 13:22	Enquiry Received	personal data	personal data Regards person Stay Safe. personal hope you're okay. personal has been in touch regarding this customer. She is claiming that this defect is causing cracks within her house? I can see you have defected a utility on 20th March for a 24 hour attendance (their ref: personal could you take a look for me and see if they have done anything? Could you also take some pics either way? Many thanks personal
1	31/03/2020 11:33	Enquiry Received	personal data	

Revised Status:

Name : Signed : Date : Time :

Report generated by personal data