

September LSAB – Follow ups

Tenancy Fraud

In addition to the tenancy checks, neighbour reporting, [report-it website](#), and confidential report-it line 01483 523586, Waverley's Audit Team take part in the [National Fraud Initiative](#) (NFI). An exercise that matches electronic data within and between public and private sector bodies to prevent and detect fraud. Data is collated annually by NFI and matches reported to the Audit Team in January for investigation.

Cycle Spaces in Haslemere

Richard Homewood Executive Head of Regulatory Services reported that:
There are both bicycle and motorcycle bays at the High Street Haslemere car park.
No other carpark in Haslemere has either bicycle or motorcycle bays

As with any change to transport infrastructure, it takes time (often years) for habits and usage patterns to adapt. This is particularly true for cycle shelters supporting longer term cycle parking. Usage is less driven by opportunistic parking, adjacent to a destination, than by local employees wanting to keep their cycles covered throughout the day. Changing habits, encouraged by the availability of covered cycle parking, is likely to be slow, driven by employment turn-over in the town centre.

The provision of the cycle shelter in Haslemere, High Street Car Park should be considered as a strategic investment ahead of the delivery of the Local Cycle and Walking Infrastructure Plan for Haslemere town centre. The argument can be made that a relatively modest investment in parking capacity is a necessary enabler ahead of the larger investment in a cycle route network for Haslemere.

Occupancy rates in the High Street Car Park are around 70% on average through the day. There are short periods of it being full at around midday and after 5pm due to lunchtime and home time shopping. The cycle spaces are free to use therefore there is no occupancy data.

No Mow May

Grounds Maintenance Team confirmed that the greenspaces within housing land curtilages will not be part of No Mow May, next year, the same as this year.

The team also advised that Surrey County Council are taking back the agency function for highway verge maintenance as of 1 April 2023. Therefore, Waverley will no longer be cutting the highway verges, spraying the weeds on highway areas and treating invasive weeds along the highway, this will all be done by Surrey County Council and their contractors. They will be cutting the grass at four cuts per year on urban verges and two cuts on the rural verges.

Further information, including grass cutting schedules can be found online [Waverley Borough Council - Maintaining parks and grass verges](#) and queries raised to parksandcountryside@waverley.gov.uk

Voids and carpets

The Voids team confirmed that the general policy is for outgoing tenants to clear their home including floor coverings. However, there is officer discretion to retain floor coverings, in exceptional cases, if they are in very good condition.

Responsive Repair required Cllr intervention

Kris Shipway and Annalisa Howson reviewed the case identified by Cllr Robini. The roof leak was responded to according to process and within timescale. Initial report 6 September, through out of hours service, resulted with emergency attendance on 6 and 7 September. Operatives made the home safe and sought to prevent further damage while repair completed. The roofing repair was raised on 7 September and completed on 15 September. Actions were in place before Cllr Robini contact on the evening of 8 September. The tenant was provided with a wet vac and dehumidifier and attempts were made to attach a tarpaulin cover. Following the incident, and recognising the challenge for 24 hour roof fixes, the team have invested in some roof repair kits to manage any leak in the interim until a full fix can be arranged. The kits

are easy to hang and channel the leaks to a floor drain or container, ideal for a quick response.



Senior Living Spyholes

The Compliance team confirmed that they would not retrofit spyholes to senior living individual doors. As this would compromise the integrity of the door and breach the manufacturer guarantee.

Please note that each scheme has a secure door entry system at the main door and that all door replacement programmes include a specification for spy holes eg Rolston, Riverside (fitted), Faulkner (in progress) and Blunden (scheduled).