

Appendix 2

Timeline for complaint concerning nuisance caused by the use of the Guest House at 70 Green End Road.

Prior to 2000 the premises previously registered with the Council as a HMO under the notification and Registration Scheme 1993.

2000

- August- Request from Housing Advice to inspect to see if the property was suitable for homelessness clients, works were required , however due to the uncertainty of the status of the property these works were not pursued at the time. The property eventually became up to standard in July 2005– see below

2001

- March- A letter was sent to register the premises under the new CCC (registration of HMO) Control Scheme 1999. The Landlord informed the Council that he would no longer be taking clients from CCC and therefore the house would no longer be an HMO.
- Planning Services: refusal of permissions to extend guest house use and have more than 4 letting rooms

2002

- February- A complaint was received by Environmental Health (EH) regarding disrepair, an inspection was carried out and a list of works was needed. Upon inspection Officer determined that it was a HMO for homelessness B&B and needed to be registered.

2003

- The Housing Advice Team (HAT) started using Green End Road to place homeless or potentially homeless people.

2004

- January- Housing Standards advised Housing Advice not to use the property as it was not registered and was not up to standard.
- November- The HAT received the registration form and following various inspections and follow up the property became up to standard and it was registered in July 2005 for 9 people. Following registration Housing Advice started to use it again.

2005

- June/August -Registration as a 9 person HMO was sent to the Planning Enforcement Team. A Letter requesting planning application sent. Owner discussed with Enforcement Officer but no investigation undertaken or action initiated.
- A copy of the certificate stating it was registered for 9 persons sent to Planning and Building Control on the 13th July 2005. This was part of EH procedure to inform colleagues which premises had registered and for how many.
- September 2005- EH received a complaint from 71 Green End Road regarding loud music from 70 Green end Road, the complainant was asked to keep a diary and the owner of 70 Green End Road was also written to, to inform him that complaints had been received. No further complaints were received and diary sheets were not returned. No further action was taken. Again in September 2005 EH received notification that the fire alarm had been activated during the previous evening which was investigated and resolved.
- November 2005- EH received a complaint regarding the condition of the property from a Housing Officer from South Cambridgeshire who was placing clients in there. This was investigated and resolved with the owner.

2007

- 17th September First telephone call from complainants recorded on the Safer Communities Team (SCT) database. Assessed as low level noise issue, provided with Environmental Health out of hours contact, and advised to begin recording any subsequent incidents. Complaint followed up with Guest House owner and feedback provided to the complainant. Case closed after three months as no further complaints made.
- 17th September Case reopened by SCT following complaint about visitors to the Guest House and attitude of the owner when approached. Case closed again when no subsequent incidents.
- September- A programmed HMO inspection was carried out. Only a few minor items of disrepair were found to be outstanding In December 2007 EH received a complaint from Mrs Wisbey regarding overflowing bins. Officers investigated and additional bins were obtained and the area was cleared.

2008

- In 2008, seven incidents took place which included various noise nuisances, a rubbish complaint, occupants next to the property looking into the garden of the complainant, a housing inspection at the request of the Housing Advice Team due to a bed bug allegation and a complaint about a security light shining into the neighbouring property.

- All of these issues were investigated by the appropriate Department and followed up with the owner.

2010

- There were five reported incidents that occurred in 2010. These included a complaint about excessive noise, damage to fencing which culminated in a police arrest, a garage fire, a complaint about the general condition of the property and a reported incident involving a member of the complainant's family being approached and pestered by a resident at the Guest House.
- These issues were dealt with and followed up with the owner.
- 29th April- a meeting was held with ASB Team, Housing Advice, Police EH and landlord to discuss the issues. It was agreed that the Landlord would employ a night manager who would be on site all night.

2011

- Following some incidents of items being thrown into the complainant's garden and a disagreement between them and the Guest House owner over a repair to the fence, the SFC and HAT suggested mediation as a way forward. This did not happen but the complainant acknowledged their appreciation of the attempts by Council staff to assist them.
- In September, a resident that had been causing disturbance was evicted.
- 6th September- Staff from the SCT and HAT offered themselves as direct contacts to the complainant for any future incidents
- A complaint regarding the condition of the property was received from a care worker in December. An officer from EH carried out a full programmed inspection and issued the landlord a schedule of works. A follow up inspection took place in February 2012 where all the works had been completed.

2012

- Over twelve episodes of noise nuisance were recorded and investigated throughout 2012. All of which were dealt with to the agreement of the owner.
- June- ASB team spoke to Enforcement. Initial investigation suggested enforcement immunity period exceeded so no further action initiated.

- June- There was correspondence between ASB and EH. The EH was offering advice to ASB regarding the HMO status of the property and the fact it does not require a License for the purposes of Housing standards legislation.
- August- Email from Clare Blair to Patsy Dell, Head of Planning Services, complaint investigated.
- 20th August—Environmental Health received completed diary sheets from Mrs Wisbey.
- 21st August- An Officer from EH and ASB Team met with Mrs Wisbey and explained to her what each of the teams are doing and that she needed to contact the OOH service when being affected by noise. She was also informed of the forthcoming interagency meeting that was being held
- On the 30th August a Multi agency meeting was held with ASB, Housing Advice, EH, South Cambs and Police. Which Mrs Wisbey was aware was taking place. A number of actions came out of that meeting
- On 31st August- A complaint from Mrs Wisbey came in at 18.30 before an officer had gone on duty. At 19.00 the duty Officer contacted Mrs Wisbey who had said that it had started at 17.00 and she had called Ms Blair who asked the tenant to turn it off.
- September-The complaint investigation was completed in Planning Services
- 4th September- Mrs Wisbey contacted EH to say things have much improved and wanted to know if the Council had done anything. Advised that the Council had written to the owner again and the Housing Officer had been in contact with him.
- 5th September- EH Officer rang Mrs Wisbey to see how things were and to make arrangements to install the equipment. Mrs Wisbey stated things were much better and it was agreed not to install the equipment.
- September- A Planning Contravention notice was served.
- 25th October- A briefing was organised with Alan Carter with Housing Advice, ASB and EH.
- Housing Advice no longer putting placements in, nor were South Cambs. East Cambs not responded. Planning enforcement wrote to owner requesting retrospective planning application
- The main person responsible for the noise was evicted in October 2012 and since then there have been no noise complaints.

- November – North Area Committee authorised service of an enforcement notice

2013

- January – An application for certificate of lawful use was refused
- January- A Complaint about rubbish in garden, which was investigated and resolved.
- February - Enforcement Notice served
- June- Property checked, no more than 4 rooms being occupied
- September- Property checked. Full compliance with Enforcement Notice being reviewed with Legal Services
- 12th September- Background detail and information requested by Head of Planning and Planning enforcement sent