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Heritage building and conservation areas secondary glazing question to full Council.

Residents have contacted me with issues over listed building and secondary glazing. I raised the question at full council for the following reasons.

1. The UK has declared a climate emergency which demands a new approach to managing change to the built environment. Taking a whole life approach to buildings means prioritising our existing buildings by making refurbishment and reuse worthwhile. Such a fully sustainable approach.
2. A low carbon future will see both the retention of most of England's older housing stock and the improvement of its energy and carbon performance. This will help it to remain useful and viable, now and in the future, by reducing building obsolescence and increasing the life spans of buildings. Energy efficiency improvements, supported by regular maintenance and repair, can make traditional homes more comfortable and compatible with modern lifestyles as well as cheaper to run
3. With the fuel crisis at the moment, the cost of living and many properties within our ward in a conservation area or listed, this has been very important to many residents.
4. Support from Historic England, The National Trust, The South Downs National Park along with support from many local Parish Councils on this approach.
5. Historic England said “ **Improving energy efficiency will lower carbon emissions and fuel bills and often increase comfort. More broadly, improving energy efficiency forms a part of the wider objective to achieve a sustainable environment.**”
6. Obviously this question was only in part of all the other efforts that residents are doing to improve energy efficiency and maintain their buildings.

ANSWER - “The Council has given permission for double-glazed windows to be installed in buildings that are in conservation areas or are Grade 2 listed and we are seeking to identify ways to make the process of cutting energy usage simpler and easier, while still ensuring that we protect our valuable local heritage. Our new draft Local Plan policy HE14 is specifically designed to encourage and enable appropriate alterations to improve the energy efficiency of listed buildings and non-designated buildings.

The Council is also open to receive applications for triple glazing. At this stage, our team is not aware of any applications to install a triple glazed window in a Grade 2 listed building in the Winchester District but there is no reason why an appropriate application that took due account of heritage considerations and other material planning matters would be refused.”

Issues with out of hours question to Full council

After some residents had major issues with the out of hours service, I asked what the council were planning to do to prevent the happening again.

Reply - The Council has committed to undertaking an independent review of the Council's Out of Hours service. In addition the out of hours contingency plan has been updated to provide for housing back office call response to monitor the call demand during period of high demand.

Elderly at risk after plumbing of new boiler issues left for 6 weeks

I was contacted by local residents who were concerned about an elderly vulnerable lady in her late 80's who had been trying to get the council to resolve the ill fitting of her new boiler that then leaked water into her kitchen. She was left trying to stop the flow of water with towels. Service engineers came out once and stated there was nothing to be done. At this point neighbours called me asking for help. I raised an emergency complaint which was then escalated after another service engineer attended for 5 minutes and told the resident they would back in a week. Within 24 hours I had raised it as an official complaint and major concerns and it was fixed. After visiting the resident the next day I was pleased to see this issue resolved. I urge all residents to please contact me if they are having issues early, although this had been reported, obviously the repair issues were not being addressed. I am raising this issue and others in my next Business and Housing Policy committee meeting.

Post Frost Paving Damage

I have reported several areas within the ward that have been damaged by the heavy rain and then the hard frost. Leaving tarmac raised, broken and unstable in places or just completely collapsed. I am pleased that many have been fixed or marked for repair. I find the quickest route via the **Hampshire County Council website**. It's referenced and trackable and you can clearly see if the area has already been reported. Perhaps all Town and Parish Councils can remind residents that the best way to do this, although I have been happy to report some issues raised, it's often quicker if the resident does it themselves.

Damaged bins and replacement policy issues raised by residents.

I have been contacted by many unhappy residents asking about the damaged bin replacement policy and also the ownership of all the bins and fairness of damage replacements review.

Here are the answers to my questions.

1. Can you clarify how a fair process is put in place when Biffa damage the bins through lack of care?

- If Biffa loses a bin in the back of the vehicle this is recorded by the crew and the council on their on-board computer and automatically replaced by Biffa.
- If a bin is damaged in anyway during the emptying process this is recorded by crew on their on-board computer and notification is left for the householder.
(Bins can become damaged for a number of reasons: Lack of care by the owner i.e. failure to maintain bin, overloading bin. Biffa also report these incidents to the council on a daily basis.
- If householder claims that the bin was damaged during the emptying process we ask Biffa for to provide photographic evidence that they returned bin to collection point undamaged – Biffa have 360 degree CCTV that provides us with images – If Biffa can't provide the evidence a final decision is made by the council.

2.. What incentivised policy is in place to encourage Biffa in this process as it is not in their interest to admit liability if the householder must pay for a new bin?

- There is no policy as such - We do expect Biffa to operate in accordance with the contract specification and if they were found not to be complying there are financial penalties we can impose.

3.. Can you clarify the garden waste bins that some residents pay extra for and what the process for damage is and ownership is in this regard?

. The glass box policy and ownership and replacements please should also be helpful as there has been a mix of charging and free replacements.

- Garden waste bins, plastic glass recycling boxes, 240ltr glass recycling banks, clear recycling sacks, garden waste sacks & healthcare waste containers are owned by the council and provided free of charge.

- Householders are responsible for providing and maintaining their refuse and recycling bins, and for replacing them if worn out, damaged, vandalised, lost or stolen. This includes if your bin has broken during a collection because it has become brittle due to its age which becomes increasingly likely after the bin has reached 10 years old.
- If you need to replace a worn out, damaged, vandalised, lost or stolen bin, you will need to contact Biffa directly on 01962 670 706 to arrange for payment and delivery of the new bin. The current cost of a bin is £33.98 including delivery.

So to clarify - Black and Green bins - owned by the householder and payment of replacements cost £33.98

Garden waste - Brown Bins, owned by the council - provided free of charge (Residents pay extra for the service of collection)

Glass recycling box - Owned by the council - provided free of charge