

Appendix 8.1 Complaints Team Park Data 2016 - 2019

Case number	Name	Department	Service	Team	Case label	Assigned to	Date received	Status	Details
10084596	[REDACTED]	Regeneration and Environment	Highways and Infrastructure	Parks	Complaint - Parks	[REDACTED]	02/07/18	Not upheld (Stage 1)	<p>Dear Sirs,</p> <p>I previously made a complaint in relation to an unauthorised event which took place on 19th May outside my flat ([REDACTED]). This complaint was being dealt with by ([REDACTED] Regulatory Service Manager) - Ref No: 9697909, who was very helpful when initially dealing with this matter, however I am not happy about the lack of response/update recently.</p> <p>The initial complaint (re: event on 19th May) was in relation to an authorised event, which took place from approx. 11am until 2am. The event, which would be more accurately described as a 'rave', consisted of music blaring during this period (11am - 2am) with professional DJ equipment/microphone being used so the noise level was unbearable, the open use of illegal drugs (the street stank of cannabis), the open selling/dealing of illegal drugs, the consumption of alcohol (including what appeared to be children consuming alcohol), piles of rubbish being left for almost a week after the event, the event organisers using the Hyde Homes electricity with a wire running across the road (creating a safety issue for residents as unknown people had access to the flats) and cars being parked in the middle of the street causing a grid lock. This event was attended by what appeared to be over 200 people, without any security measures in place - again presenting as a serious safety risk for residents.</p> <p>As already mentioned, [REDACTED] was dealing with this matter and had confirmed that the event organiser had not obtained a TEN (temp event notice) and therefore was investigating whether it would be possible to prosecute. I have provided the details for the event organiser, who is named [REDACTED]. I provided [REDACTED] with the event leaflets which also contained her contact number and social media details. The last correspondence I received from [REDACTED] was on 29th May, and despite contacting [REDACTED] I have yet to receive a response/update.</p> <p>I have emailed [REDACTED] with a further complaint, as the same woman, [REDACTED], is organising further events. An event/'rave' in fact took place yesterday (1st July), again with no advance warning to residents. Again, this resulted in excessively loud music being played</p>

10203996	[REDACTED]	Regeneration and Environment	Highways and Infrastructure	Public Realm	Complaint - Parks	[REDACTED]	17/07/18	Upheld (Stage 1)	<p>Dear sir/madam</p> <p>I had gained permission to use [REDACTED] on 16/7/18 for my sons birthday party from 4-6pm (Permit given on 10 Jul 2018, Our Reference: 12242). The booking process was lovely and very easy, despite my short notice in informing the relevant department - definitely to be commended - thank you [REDACTED]</p> <p>However on arriving to the park and setting up we were approached by an individual who was abrupt and frankly quite rude and simply told us we could not have our party there. Despite showing the relevant paperwork we tried to be amenable and follow any further requests by this individual - who didn't introduce herself or tell us what position of responsibility she had to order us in this way. We were faced with accusations of lack of health and safety measures (I am a doctor and first aid trained), lack of toilet facilities (we were there for approximately 1.5-2 hours in total) and having far too many people (we had 11 adults and 17 children in total - we had to ask others not to come for fear of further problems). The point is we were with very young children from a local nursery and we were very disappointed with this display of behaviour and attitude, particularly when we explained we were from a local school - [REDACTED]. This sent this particular individual in another bout of rage and she stormed off.</p> <p>All in all we managed to give the children a lovely time, ensured we took all our litter with us, shared our snacks and cake with other individuals visiting in the park and even made a donation to the [REDACTED] for all the good work the team are doing.</p> <p>Undoubtedly it is imperative that a team that works so hard to uphold the cleanliness and order of a community park ensures it is used appropriately, but there was definitely no need for such aggressive and rude behaviour. Furthermore if local schoolchildren cannot enjoy a local park with a playground - with their parents overseeing them, then I must confess I don't know who this park actually for.</p> <p>Many thanks for your kind attention.</p> <p>Yours faithfully [REDACTED] GP [REDACTED]</p>
10246198	[REDACTED]	Regeneration and Environment	Highways and Infrastructure	Neighbourhood Management	Complaint - Parks	[REDACTED]	21/07/18	Resolved upon receipt	<p>I am writing to make a complaint regarding the state of "River" Brent as it is not flowing. Throughout those very hot weeks, this water became a waste water. The smell is intoxicating and lasts days and nights. It is impossible to function during the day or sleep at night as the smell makes it very hard. Even rain does not help. It is unhealthy to breathe with the toxins in the air for children and adults. As a resident of the area and borough, I am very unhappy about the lack of interest from the authorities.</p>
10461800	[REDACTED]	Regeneration and Environment	Highways and Infrastructure	CON - Veolia	Complaint - Parks	[REDACTED]	20/08/18	Rejected	<p>[REDACTED]</p> <p>Abbey Road Ealing London [REDACTED]</p> <p>Please could you confirm you are arranging to have the grass verge cut.</p> <p>We asked for this to be completed on 12th July 2018 and were advised it would be done</p>

10814630	[REDACTED]	Regeneration and Environment	Highways and Infrastructure	Parks	Complaint - Parks	[REDACTED]	27/09/18	Partly upheld (Stage 1)	<p>I wish to complain about the public toilets in roundwood Park. My complaint is twofold:</p> <p>1. The women's toilets have been closed for months: apparently due to antisocial behaviour therein. Closure doesn't solve this just shifts it as set out in point 2. I believe this closure discriminates against women like myself who use the park regularly. We have no choice but to use the men's toilet which is entirely inappropriate and presents potential risk not to mention embarrassment. If the women's toilets are to be made permanently unavailable then the men's should be redesignated as unisex and redesigned accordingly with the urinals screened off and a separate hand washing area.</p> <p>2. I exercise regularly in the park and on occasion have no option but to use the men's toilet. The state of them is disgusting. I used them on Friday 14 September and there was significant faecal smearing on the cubicle walls. I mentioned this to one of your female park attendants who I encountered outside and she assured me that the toilets were cleaned daily. Clearly not as today I noted that the faeces were still there. Photo attached. The toilet itself was filthy and there was a beer can beside it.</p> <p>I acknowledge the challenge of maintaining safe facilities in public areas but the current state of affairs is just not acceptable.</p>
10996240	[REDACTED]	Regeneration and Environment	Neighbourhood Management	Parks	Complaint - Parks	[REDACTED]	02/11/18	Partly upheld (Stage 1)	<p>Re: Leybourne Road Open Space</p> <p>On 16/10/2018 we wrote to Parks Department a letter about maintenance of the trench/channel/gutter that the Council has dug to contain the flood water from the open space from entering the properties adjacent. We are copying the letter below:</p> <p>"Dear Sir/Madam</p> <p>The above is a park/open space enclosed by Berkeley Road, Honeypot Lane, Leybourne Road and Elmcroft Gardens.</p> <p>A few years back the Council dug a channel/gutter at one end of the park (parallel to Honeypot Lane) so as to prevent rain water which used to flood from the park into the back of the properties at [REDACTED] Honeypot Lane.</p> <p>The Council has not maintained this guttering for quite some time. It is not only over grown but is full of rubbish which blocks the water from flowing through to the mains drain. Can the Council please clean up this channel and cut the overgrown shrubbery please? The last bout of rain flooded the area and it was impossible for the water to flow through. Thank you.</p> <p>[REDACTED] on behalf of [REDACTED] Honeypot Lane Kingsbury, NW9 9QL.</p> <p>This letter was written on 16 October 2018. All we received was an immediate acknowledgement to our email but no action has been taken to date. The Council undertakes to respond to written queries within 30 days yet no actual response has been given nor action taken to clear the ditch/ guttering of the rubbish. Currently two mattresses have been dumped plus other rubbish and this blocks the ditch, the mattresses have been</p>
11044731	[REDACTED]	Regeneration and Environment	Neighbourhood Management	Neighbourhood Management	Complaint - Parks	[REDACTED]	05/11/18	Upheld (Stage 1)	<p>Behind my house there is an area which all public come and dump their litter due to the alley way because of this they're rats coming in my garden and feel my children's health being affected by this. Very unpleasant smell in my garden due to this. It is council duty to come clean or put a fence or cameras to stop this littering.</p> <p>I have privately cleaned this three times now but people keep coming and littering.</p>

11118529	[REDACTED]	Regeneration and Environment	Neighbourhood Management	Complaints Service Team	Complaint - Parks	[REDACTED]	12/11/18	Upheld (Stage 2)	Dear Chris Please see attached a copy of an email from [REDACTED] 12 November 2018 re Roundwood Park Annexe to Irvin's Funfair. Please arrange for a response to be sent to [REDACTED]'s complaint. Regards [REDACTED]
11391028	[REDACTED]	Regeneration and Environment	Neighbourhood Management	Parks	Complaint - Parks	[REDACTED]	17/12/18	Partly upheld (Stage 1)	Unhappy with method used by Brent to collect allotment rent
11648631	Unidentified	Regeneration and Environment	Neighbourhood Management	Parking & Lighting	Complaint - Parks	[REDACTED]	25/01/19	Resolved upon receipt	Dear Sir/Madam, I am writing to make a complaint about Preston Road car park which is located behind my home on Preston Road. This car park is open throughout the night and there tends to be groups/gangs who hang out there in the middle of the night. It tends to get very noisy as these individuals have their music on loud and often I have witnessed fights taking place. Not only has the noise level kept me up at night during work days but it has worried me of how dangerous it could be for others. Myself and others will not be able to tolerate it any further. Closing this car park during the night would make life much easier as well as preventing any dangers and crimes from taking place there.
11898631	[REDACTED]	Regeneration and Environment	Neighbourhood Management	Parks	Complaint - Parks	[REDACTED]	21/02/19	Partly upheld (Stage 1)	When I tried to cross Roundwood Park Annexe this evening, Thursday 21st February, I was told by a person from the fun fair that I could not walk on the path but would have to walk on the grass outside the funfair fencing. I know the weather has been dry but Roundwood Park Annexe is often waterlogged and so I did not want to walk on wet grass. I was not aware that the right of way across Roundwood Park Annexe was not in use. There was no signage. As I had to take a detour I was late for the event I was attending. I am not mobility impaired but if I were I would not have been able to cross the annexe on the grass instead of the path.
11948032	[REDACTED]	Regeneration and Environment	Neighbourhood Management	Parks	Complaint - Parks	[REDACTED]	18/02/19	Not upheld (Stage 1)	I would like to log a complaint about the state of the King Edward Park in Park Lane. Yesterday, we took our grandson out to this park, being our local park and we were appalled at its condition. There was litter, including discarded empty beer cans and whiskey bottles, excessive smoking related litter and other miscellaneous items littered in the bushes. Additionally, there appears to be a blocked gully along one of the pathways which in turn has led to flooding/mud formation/pooling of stagnant water in the actual children's play area. The wet and muddied area is also a serious slip hazard to young children who all seemed to gravitate towards it as children love splashing in water! To make matters worse this stagnant water and mud is also beginning to emit a rancid odour which will only get worse with the onset of the warm weather. Furthermore, there is a protruding metal hazard (the remnants of an old play equipment) in the children's play area, which in my view is a serious health and safety issue. It should either be removed or covered forthwith before a child is seriously injured. Many other parents in the park also expressed their dissatisfaction with the overall condition of this park, which is a shame as this used to be such a nice park to visit and relax in. Unfortunately, we will not be revisiting this park until we see a marked improvement in the day to day maintenance of the grounds. Can you please advise me what immediate steps will be taken to clean this park to an acceptable standard?

12073228		Regeneration and Environment	Neighbourhood Management	Parks	Complaint - Parks		11/03/19	Not upheld (Stage 1)	<p>I am not sure if you are aware of the history of Barham Park. It was gifted for "the enjoyment of local people" by Titus Barham and is held under a Trust within Barham Charity accountable to the Charities Commission.</p> <p>Decisions about the Park are taken by 5 Trustees who happen to be Councillors on the Executive.</p> <p>There has to be a formal process of making decisions and it cannot simply be made by officers ignoring due process.</p> <p>I raised my concerns last year which were ignored. Large parts of Barham Park were a disgusting mess. There were no meadows just uncut grass and weeds full of rubbish. I raise them again because I am familiar with Barham Park and know how local people use it. We have already lost the formal gardens. The Rose Garden area which was Titus Barham's pride and joy is non-existent. Now the Council is taking away from local people large areas of the Park which they used for recreation during the summer. The consequence of not cutting the grass was NOT the creation of attractive meadows - all it achieved that local people were driven off large part of the Park and instead of using areas meant for leisure activities cricket was being played along the paths in the Park.</p> <p>To tell me that there will be no further adjustments - even before any information has gone to the public and without any consultation is an insult. What is the point of a communication campaign?</p> <p>If wildflowers cannot be planted in the tree lined area than presumably suitable blue bell bulbs or similar can be planted here and still save on grass cutting and maintenance. After the purpose of the current policy is not to improve the Park but simply a crude way to save money.</p> <p>Please record my concerns as a formal complaint against Brent Council to maintain</p>
12231028		Regeneration and Environment	Neighbourhood Management	Parks	Complaint - Parks		26/03/19	Partly upheld (Stage 1)	<p>I am writing on behalf of my co-neighbours at [REDACTED] Honeypot Lane, Kingsbury, NW9 about Leybourne Road Open Space area.</p> <p>The Council, especially the parks department are doing some very good things with the Leybourne Road Open Space area. However the Council needs to take some action in the following areas:</p> <ol style="list-style-type: none"> 1. - There are a lot of cars that get parked on the grass/open space area. We notice that whilst some of these cars belong to some residents, there are also shoppers and commuters who, in order to dodge parking charges in and around Kingsbury High Road, use this grass area to park their vehicles. This is unacceptable as the grass area can be really environmentally positive in terms of bird life. Can the Council please bring in parking enforcement on the grass area? This can then be monitored and also bring in revenue to the council. There used to be a council car monitoring the area but that seems to have vanished now. 2. - Secondly, can the Council clear the debris and rubbish in the park area, ESPECIALLY THE GULLY/TRENCH, WHICH HAS BEEN CREATED TO STOP THE FLOOD WATERS FROM HEAVY RAIN GETTING INTO THE PROPERTIES. THE DEBRIS IS BLOCKING THE PASSAGE OF WATER. <p>We would really appreciate if the Council took action in these respects.</p>

11964231		Regeneration and Environment	Neighbourhood Management	Cemeteries	Complaint - Parks		28/02/19	Partly upheld (Stage 1)	<p>Dear Sir/Madam</p> <p>It is with regret that I write to complain about the changes in circumstances at Paddington Old Cemetery. Recently there have been Dog wardens walking around issuing notices (I have not had one, yet) and fining Brent constituents who own dogs and wish the open space to be enjoyed by themselves and their dogs freely. I feel very strongly that this is an abuse of monies paid in Council Tax and also generally to Brent society. I have lived in Brent for over 30 years and enjoy the diversity and tolerance of the Borough - now this has been altered where peaceful walking and allowing dogs to run on the open grass at the beginning of the park has been restricted. I am sadly thinking a few complainants voices have masked the joy of many and our 4 legged friends. I have recently been bereaved twice and I get enormous pleasure from walking and seeing my dog enjoy the Padd Old C park. I am sure you are aware that Dogs are considered good therapy and those who are intolerant I appreciate may well be grieving too and I respect that but should this be over others? I and my fellow dog owners also have needs. Lack of tolerance is just that and I am surprised that Brent is allowing less space for dog freedom in this growing world, its plain small mindedness and nasty.</p> <p>I also resent the monies paid to the dog wardens when that money could be better used for child protection, policing, support for the elderly, educational support - a great waste of money and it smacks of vindictiveness</p> <p>If you must 'ban' and 'punish' - which is what you are doing, then can I ask you to be more open - minded - perhaps lets negotiate, and have a couple of hours for dog friendly times and the rest for the mean spirited rather than have a blanket ban and start fining your Brent citizens - lets open the negotiations rather than be petty. Dogs from 7-11 without a lead and 11 until 4 no dogs off lead. Come on Brent act smartly dont make the world smaller embrace open-mindedness and compromise please.</p>
11984628		Regeneration and Environment	Neighbourhood Management	Parks	Complaint - Parks		28/02/19	Partly upheld (Stage 1)	<p>Dear Sirs,</p> <p>I live at [REDACTED] I am writing because I would like to complain about the following. I find the combination of the two things very unfair and I would like you to reply, and let me know what you suggest will be done:</p> <p>i) yesterday, my 7-year old son and I were playing tennis in the tennis courts in Chelmsford Square. We were playing for about 50 minutes - 1 hour, and, while not making much noise, clearly talking loudly to each other across the net such that someone should notice. When we finished, the gate that we had come in had been locked, and both of the other exits were locked. Please could you explain to me how this happened, and why no-one told us to leave?</p> <p>ii) since we were unable to get out of any of the gates, and unable to climb with my son, we called the Brent Emergency number that was on the park notices. I was lucky that I had my phone on me and ask you to note that it could have been very possible that I would not have had a phone with me. I called all of the numbers that were on the board - 02089375724, 02089375619, and 02089371234. On the first two numbers, it was not possible to get through to anyone at all (it was 18:15). On the third number, eventually, having been through all of the options, I eventually got through to the default ("all other things") line, and spoke to someone. She said that she could not help me - that she dealt with homelessness, or something - and that there was no-one she could put me through to, and no number she could give me. All she said was to call the owners of the courts! I asked her on what number and she said she could not help. Please will you let me know why you do not have someone who can help in this situation.</p> <p>iii) by this time, my 7-year old was in tears and cold. There was no-one around in the street and no-one locally who could help. Eventually, we were lucky that some people passed by. I had to lift my son over the railings to a stranger, while I had to climb over the high fence, and very nearly fell off the top. The whole experience left my son very upset.</p> <p>iv) I think that what happened above is very poor, but I am made more annoyed about it in</p>

5368196	[REDACTED]	Regeneration and Environment	Public Realm	Parks	Complaint - Parks	[REDACTED]	18/04/16	Partly upheld (Stage 1)	<p>When a works order was raised by the allotment officer, [REDACTED] to carry out grounds maintenance work, an error occurred in which the shed of a tenant, [REDACTED], was demolished. [REDACTED] then arranged to meet [REDACTED] on site to discuss reparations for this error. At the meeting [REDACTED] was accompanied by her friend [REDACTED]. At the meeting [REDACTED] agreed to put up fencing, prune back a tree and vine and clear and turn over the grassed areas of the plot ready for cultivation and replace the demolished shed with one of similar size 10x10ft - although [REDACTED] expressed reservations at replacing the shed with one of this size as the Tenancy Agreement only permits new sheds to maximum size of 6 x 8ft. Following this meeting, [REDACTED] then contacted [REDACTED] by email to say that although she agreed to all the other terms, unfortunately she was not able to honour her previous agreement to provide a 10x10ft shed as this was in contravention to the Tenancy Agreement shed sizes permitted. [REDACTED] then replied with her complaint - see uploaded file. In short she asks: What would happen with the following scenarios?</p> <p>a) I challenge your offer regarding the shed and size. You do not say if the supply and erection is to be include in the compensation</p> <p>b) I keep to our previous arrangement of having just the back part of the plot. Do not request the fencing work but have monetary compensation instead to pay for the loss of my possessions, replacements and reinstatement of features. Plus the cost of the shed and erection</p> <p>c) Due to the distressing circumstances, I choose to relinquish the allotment and request monetary compensation for the loss of my shed and possessions and also for the shock and pain caused.</p>
5770997	[REDACTED]	Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks	[REDACTED]	20/06/16	Not upheld (Stage 1)	<p>I am writing to complain about nuisance caused by boys playing ball games in public park located on Mount Pleasant, Alperton. Often boys play cricket in park? while playing cricket their balls hit our Windows creating an accident risk.</p> <p>Almost a month ago ? kids playing in park broke one of our reception window glass and we are still awaiting this broken window fixed from our building manager, today again ball hit our window ? luckily no damage was caused. We warned the boys but boys ignored warning and they continue playing cricket.</p> <p>I am also going to make a police complaint but I understand this is council matter and need action taken by council ? form what I understand this is very small park and not suitable for playing cricket ? and there should be suitable notice displayed on park. I've pictures of children?s playing in park</p>
5782096	[REDACTED]	Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks	[REDACTED]	08/06/16	Resolved upon receipt	<p>[REDACTED] is complaining about his treatment by the Allotment Officer [REDACTED] for terminating his Tenancy for multiple breaches of the Tenancy Agreement and has written to MPs and Mayor regarding this saying that he feels unnecessarily harassed. He is seeking a resolution to this matter and disputes that his building is unsafe (although this was not the only reason for the Termination being served).</p>

5924099	[REDACTED]	Regeneration and Environment	Environmental Improvement	Complaints Service Team	Complaint - Parks	[REDACTED]	19/07/16	Complaint withdrawn / not pursued (Stage 2)	<p>From: [REDACTED]</p> <p>Sent: 19 July 2016 14:42</p> <p>To: Complaints Service</p> <p>Subject: Re: Your phone call to the Complaints Service Team</p> <p>Dear [REDACTED],</p> <p>Thank you for your email.</p> <p>I am happy for you to forward as my complaint.</p> <p>Yours Sincerely</p> <p>[REDACTED]</p> <p>On 14 Jul 2016, at 16:45, Complaints Service (complaints.service@brent.gov.uk) wrote:</p> <p>Dear [REDACTED],</p> <p>I am emailing you further to our telephone conversation this afternoon. I have tried to capture the main point of your concerns below, but please amend this or add to it where required. Please could you email this back to me, and attach any relevant documents.</p> <p>[REDACTED] advised the Complaints Service Team that his neighbouring plot holder has removed his bamboo fence without his permission, rolled it up, and put it on his plot next to his tree.</p> <p>[REDACTED] advised this plot holder has then (approx. 2 ' 3weeks ago) put up a new fence made of 2 -3 wooden pallets, and built this fence in a more advanced position and right next to the path, which reduces the path access and usability. [REDACTED] feels the Council has given permission to the plot holder for this new fencing which he says is wrong.</p> <p>[REDACTED] would like the Council to instruct the plot holder to move his fence back to its original position, and to maintain a 9 inch gap from the path, to ensure access isn't</p>
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6052197	[REDACTED]	Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks	[REDACTED]	12/08/16	Not upheld (Stage 1)	<p>[REDACTED] left 10 railway sleepers on the allotment site Dog Lane in an area that was not his plot, which he says would have been used as a base for a new shed. He did not tell the Allotment Officer that the sleepers belonged to him or of any intention to bring and store them on site and they had been left on the site for over a year. The Allotment Officer assumed they had been abandoned and authorised contractors to remove 8 sleepers so that they could be used in a conservation project on another site. When they were removed [REDACTED] then contacted the council to claim these were his and that he should be compensated by replacements and cost of delivery (£110).</p> <p>The Allotment Officer responded that although she could have put poster to declare intent to remove items, she is under no obligation to when she has no indication that they were being used having been brought onto site with no notice from this person and nothing had been moved in more than a year. [REDACTED] was in part responsible for this loss as he had not informed the council of his intent to bring in materials or that he was storing materials for use other than on his plot and it is a breach of his Tenancy Agreement to bring in materials and for them not to be stored on his plot, and as such materials not stored on plots may be construed as waste and that it states in the Agreement that he should inform the Officer if he is bringing in large quantities of organic materials. The materials were left for over a year and therefore presumed to be abandoned, however as a gesture of goodwill the Allotment Officer offered to waive his rent for his plot for the following year (£41.75). [REDACTED] has rejected this offer and says that: I need to have the sleepers returned or replaced and I feel you have not taken into consideration the following:</p> <ol style="list-style-type: none"> 1. The need for bringing them there in the first place- i.e. the regular flooding. 2. The cost, time and effort to get them there. I could not move them because of my back problems. Each sleeper takes at least two strong men to carry or move it even a short distance. 3. As there was no poster or warning notice to alert everyone on site of your intention, I thought it was okay to leave them whilst planning a new shed in the Autumn. <p>Please treat this case with the fairness that it deserves, given your knowledge of how</p>
6146897	[REDACTED]	Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks	[REDACTED]	02/09/16	Partly upheld (Stage 1)	<p>I would like to make a complaint about the newly erected skate park. Whilst an amazing feature for the teenagers and such like, there is no supervision, no lighting and hoards of teenagers, my daughter included (15) where much alcohol, drug taking is taking place. when it gets dark as its situated in the middle of the field no one from any surrounding area of paths and roads can see whats going on, yet those there can easily scout who is on the roads and pavement as they are lit and the kids can disperse quickly if necessary.</p> <p>I strongly demand, plain clothed people attend regularly, and flatten such activity.</p> <p>I want to hear what plans are in place to protect our children.</p>
6177398	[REDACTED]	Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks	[REDACTED]	23/08/16	Not upheld (Stage 1)	<p>[REDACTED] and family attended [REDACTED], on 21 August 2016 and were charged £3.50 instead of advertised £3 and felt his complaint was badly handled by the organisers.</p>
6229296	[REDACTED]	Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks	[REDACTED]	19/09/16	Upheld (Stage 1)	<p>Brent Council have put a small gate at the entrance to One Hill Tree Hill Park at the bottom of Bowron's Avenue and Norton Road, Alperton, Wembley.</p> <p>See attached letter for more details</p>
6706796	[REDACTED]	Regeneration and Environment	Environmental Improvement	Public Realm	Complaint - Parks	[REDACTED]	19/12/16	Not upheld (Stage 1)	<p>[REDACTED] is upset about some overgrown shrubs which are now covering the public pavement. Pavement can not be used because shrubs are making it slippery and dangerous to walk on. Please attached email for more details</p>

6750809	[REDACTED]	Regeneration and Environment	Environmental Improvement	Complaints Service Team	Complaint - Parks	[REDACTED] y	08/01/17	Not upheld (Stage 2)	<p>I wish to complain about the proposal to grant a licence to Kingsbury High School (KHS) to construct a new tarmac path across Roe Green Park for the exclusive use of Kingsbury High School on the following grounds:</p> <p>1 This will involve the Council breaching the covenants and conditions in the title documents under which the Council hold the land. 2 The proposal to interfere with a mature mixed hedgerow is ecological and aesthetic vandalism. 3 The additional lighting proposed will cause unnecessary light pollution. 4The new path will be ugly and disfiguring to the Park. 5 The stated justification for the proposal is not the entire truth. Planning consent was granted for this on the basis that it was needed for pupil safety whilst moving between the two KHS sites but this is specious. Any safety issues can be dealt with by proper stewarding, use of portable crash barriers pupil discipline and a sense of self-preservation on the part of the pupils. In any event the proposed path will simply increase the danger to the students by bringing them out onto the very dangerous Bacon Lane/Goldsmith Lane junction. At best the path will be superfluous as those supposed to be using it will simply take the shortest route across the Park. It is my belief that the school has asked for this to gain lawful occupation of part of land they eventually intend to take over by stealth (ie the Park itself) for commercial exploitation. This is consistent with their recent attempt to hijack part of the public highway as private property which was only halted by the intervention of [REDACTED] and the stated aims (at a recent Brent Connects meeting) of the leader of the Council [REDACTED] to increase commercial use of public open space in the Borough I have tried to find out more about this proposed transaction but [REDACTED] has gone to great lengths to prevent me obtaining these details and [REDACTED] (who I assume has some input in this matter) has not responded to my voicemail messages to discuss it.</p>
7267398	[REDACTED]	Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks	[REDACTED]	31/03/17	Partly upheld (Stage 1)	<p>[REDACTED] NW2 5QA situated next door or adjoining to my parents house. When the park was built there was no fence between the park and parents property and the kids have used my mums property as a goal. My mums property was also painted green without any permission and now the walls are cracked due to the constant ball games which is still happening now. My parents are both elderly in their late 80's coming on towards 90 and worked hard to buy their family home. My sister reported the problem of ball games and all what was done is park benches being put down in order to stop the teenagers and kids but the damage has already been done. I am writing because my parents now have cracks exposing thier property to water coming in and damping in the rooms and this needs to be repaired as the cracks have gone write along and up the wall facing and the whole side needs re-rendering from top to bottom. I have included pictures so you understand that this is still a problem and I dont think saying my parents needs to go through there insurance cut it as they are retired and why should there premium go up for your benefits. If you look at the grass within the pictures you will see that where my parents property is, the grass has died over the constant ball games and I feel you are responsible to make sure there is health and safety measure in place and no damages are caused on other residents properties facing the Park, Im not even talking about the noise of the football hitting my parents property while they are in their own frontroom and having to take abuse from the kids in the park when they try to tell them to stop kicking the ball on their property. If nothing is done I will be contacting residents who's properties face the park also and advise them to come forward and claim for damages. I dont understand why the fence was stopped short along my mums property. I do think that they also deserve compensation for the anguish they have been put through since the</p>
7577096	[REDACTED]	Regeneration and Environment	Environmental Improvement	Public Realm	Complaint - Parks	[REDACTED]	31/05/17	Not upheld (Stage 1)	<p>I understand large areas of this park will have long grass which will not be cut to save money. This is an appalling decision, dogs will get ticks by walking in this grass, and fleas and its unhealthy for children and prople. Rubbish and glass can hide in thick tall grass. The park is used by dog walkers and many prople and children, by providing only some areas with short grass you are making these areas over populated and the others unpleasant to walk in. You cant create a meadow in a park used in this way. Its a park and not open fields like the Welsh Harp</p>

7726102	[REDACTED]	Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks	[REDACTED]	16/06/17	Not upheld (Stage 1)	<p>On Tuesday 13th June 2017 around 2.52pm I took my 3 year old to Roundwood Park up have a run around, as we were walking along the path way I came across dog feces. In November last year 2016 I made a complaint about this on going problem and still the issue with dog feces is present. Again let me stress to you the disturbing Health factors dog feces can affect a child ;</p> <p>A single gram of dog waste can contain 23 million fecal coliform bacteria, which are known to cause cramps, diarrhoea, intestinal illness, and serious kidney disorders in humans. Now imagine the damage this can cause to a child?</p> <p>There is no use in spending and wasting money on new flashy waste bins this is not working, that money could of gone into employment of people to look after and ward the park? That way owners of dogs/walkers and also which is another point and a new 'trend' motorcycles and mopeds riding into the park can be monitored.</p> <p>I don't understand why Queen's Park has got it so right and roundwood park has it so wrong in relation to dog rules. I go to Queen's Park on a regular basis because Roundwood park is so revoltingly filthy and dirty. In Queen's Park there is not one drop of dog feces anywhere all dogs are kept on leads, I don't understand why roundwood park does not adhere to the same rules? Reasons being for the health and safety of children.</p> <p>Also on the same day after I witnessed such a vile and offensive act, my 3 year old daughter was in her buggy strapped in. A dog not on a lead came charging very excitedly right up to my daughter and jumped on her . My daughter became very distressed and upset she started to cry, the owner who I presumed was the owner because a lot of dog walkers like to take 3 or 4 dogs there at one given time called the dog back. She did not even bother to physically ally remove the dog away from my child instead she just stood there calling it back which may I add the animal did not respond upon the first calling.</p> <p>Now this situation could of been quite severe again coming from a safety aspect and also being a very concerned mother, what would of happened if the out come was far worse? I dread to think. It is every parents nightmare of dogs no matter what breed they are or how 'friendly' the owner or dog walker claims the animal to be, my point is these dogs are</p>
7815698	Unidentified	Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks	[REDACTED]	03/07/17	Investigation request refused (Stage 1)	<p>This is a complaint about dangerous dogs being walked and trained in Gladstone Park. This is not necessarily only in the walled garden area (where they are on occasion as well without lead nor muzzle), but for the whole park. I understand those dogs should be on a muzzle and leash at all times (and in fact, perhaps, not even present in the park), but that is clearly not the case.</p> <p>Today I saw again a big white pitbull (maybe it has another name, as it was very big but still looked like a pitbull, just more muscly) without leash or muzzle. I have before overheard the owner explain to other park goers that he had to bring the dog from Italy because here they are put down. The dog has scars on his head.</p> <p>At the weekend, there was a similar dog being made to catch a stick by the owner. The dog had very strong jaws and the owner could barely control the dog. This happened in the area where dogs are allowed unleashed, but this type of dog should not be allowed to run around, especially near the children's play area, which is where they spent most of the time with the dog hanging violently from the stick.</p> <p>Also, there is always a rottweiler (I am sure of the breed in this case) without leash and muzzle. The owner seems to either live in my street (Dollis Hill Avenue) or walk to and from the park this way, as I often cross her on the street. I have asked her before to move the dog away when I am walking with my toddler, to which she has answered that the dog is harmless and that it is fear they sense etc. I always have to cross the street to avoid them.</p> <p>Would it be possible to have some sort of control in the park, so that dangerous dogs are not roaming around unmuzzled and unleashed? I have a toddler and I do not think it is reasonable that she has to share the space with dangerous animals. I do not feel safe. Finally, may I ask about anonymity? I cannot put a personal complain because I do not know any of the owners. Often the reaction from owners is rather aggressive, and I would not like to cause further worries.</p>

7955096	[REDACTED]	Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks	[REDACTED]	21/07/17	Not upheld (Stage 1)	Dear Chris Please find attached an email from [REDACTED] to you received 21 July 2017 re the Tribal India event. Please arrange for a response to be sent to [REDACTED] Regards
7980900	[REDACTED]	Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks	[REDACTED]	27/07/17	Not upheld (Stage 1)	London 27.07.2017 [REDACTED] [REDACTED] NW107FX London Complain I regret having to complain regarding ball games that are played occasionally on the green in front of my flat with balls that regularly come into my patio, which is on the ground floor. It disturbs my privacy especially when youngsters intrude up to my patio to retrieve their ball when I have my balcony doors open it spoils my peace and privacy. Also I have seen one boy peeing into the bush directly in front of my window. I wish these active situations to cease and stop the green in front of my flat being used as a playground. The green was never designed to be used as a football playground. I have enclosed photographs of the situation I have to face at times. There is a designated play area further away from this area. Also please the wooden blocks that have been placed in front of my window to be removed, as youngsters tend to jump and stand on them, and look into my flat and shout at me, which again is an intrusion. I wish my complain be looked into and expedited as soon as possible. Many thanks
7999105	Unidentified	Regeneration and Environment	Environmental Improvement	Public Realm	Complaint - Parks	[REDACTED]	15/08/17	Resolved upon receipt	I Wish To Make A Complaint About The Over Grown Trees That Need Cutting In To Shape And Some That Need Cutting Out As They Have Been Planted Under Telephone Cables In The Street. It Gets Quite Windy Here Those Trees Could Damage The Cable Lines.
8003335	Unidentified	Regeneration and Environment	Environmental Improvement	Public Realm	Complaint - Parks	[REDACTED]	29/08/17	Partly upheld (Stage 1)	This is a complaint about Council's inaction in monitoring and lack of action with regard to this Leybourne Road open space park despite previous complaints. It is as if the Council just ignores this area as non existent. There are following issues: - There is a large white Ford Transit van [REDACTED] which has been parked for days on this Council land/grass area. There are people living in this van and they dump rubbish on the park itself and leave black bags of rubbish dumped around the neighbourhood. - There are also two junked cars left there for years. Their headlamps and glasses are broken. Sometimes late at night people hang around there. - Several cars are parked on this grass area, so at the time the Council person comes to cut the grass, it cannot be properly and completely cut. Because of this and the parked cars, it is not possible for people and children to utilise this area because it is meant for the public and not as a car park.

8003927	[REDACTED]	Regeneration and Environment	Environmental Improvement	Public Realm	Complaint - Parks	[REDACTED]	08/09/17	Not upheld (Stage 1)	<p>This is a complaint about flooding. The area in question is Leybourne Road open space park.</p> <p>A few years back the council created a ditch in the park to catch the flooding water from entering the back of the properties [REDACTED] at Honeypot Lane NW9. At the same time the council also built a grill on the alley way (adjacent to [REDACTED] Honeypot Lane) itself so as to run off the excess water from the park in the alleyway grill. The pipeline from the alley grill is linked to the park. The council also undertook to clear the ditch and also clear the grill regularly so as to prevent the flooding from the rainwater from running into the garages and properties themselves.</p> <p>However the council is not clearing either the ditch or the grill so there is loads of flooding running off from the Ditch into the alley area which should go into the grill but the grill itself is blocked therefore the water has nowhere to go. There is a lake in the alleyway behind [REDACTED] Honeypot Lane.</p>
8054708	[REDACTED]	Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks	[REDACTED]	28/08/17	Not upheld (Stage 1)	<p>The Olive Road entrance to Gladstone Park has recently been changed from timber bollards to a steel 'kissing' gate. This new gate restricts and makes more difficult entering and exiting the park if you are cycling, wheelchair user or with a push chair. Other entrances to the park have bollards. Please don't make using the park more difficult.</p>
8102099	[REDACTED]	Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks	[REDACTED]	16/08/17	Resolved through resolution meeting (Stage 1)	<p>The complainant who is a tenant at [REDACTED] s receiving verbal abuse from the site rep.</p>
8122099	[REDACTED]	Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks	[REDACTED]	22/08/17	Not upheld (Stage 1)	<p>Dear [REDACTED],</p> <p>[REDACTED] Neasden, London, NW10 0DL</p> <p>I am writing to you on behalf of my aforementioned constituent.</p> <p>[REDACTED] has contacted me to make me aware that she recently tripped in a pothole at Chalkhill Park as a result of which she suffered a bad break to her ankle. In particular I understand this is a spiral fracture for which she is receiving hospital treatment and ongoing physiotherapy to aid in her recovery.</p> <p>I am enclosing with my correspondence a copy of [REDACTED] s complaint which outlines in greater detail the specifics of the fracture and the resultant fiscal impact it has had. As you will see from the enclosed, [REDACTED] is concerned about the poor maintenance of the park which she believes is responsible for her ankle fracture.</p> <p>I would be most grateful if you could please review my constituent's complaint and investigate the matter further. I look forward to your reply.</p> <p>Yours sincerely,</p>
8196997	[REDACTED]	Regeneration and Environment	Environmental Improvement	Complaints Service Team	Complaint - Parks	[REDACTED]	03/09/17	Not upheld (Stage 2)	<p>[REDACTED]</p> <p>Please see attached complaint from [REDACTED] received 3 September 2017 regarding the locking of the gates in Kingsbury Park / Roe Green. Kindly arrange for a response to be sent to [REDACTED]</p> <p>Regards</p> <p>[REDACTED]</p>

8254900	[REDACTED]	Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks	[REDACTED]	15/09/17	Partly upheld (Stage 1)	<p>Dear Brent Council complaints team,</p> <p>I still have not had an answer from Brent parks dept. even though I have chased by email. My original enquiry was sent by email 21st July. Therefore I am now making an official complaint about poor response time as I still haven't had a reply, only an acknowledgment, which is unacceptable.</p> <p>Yours sincerely,</p> <p>[REDACTED]</p> <p>The email history is shown below:</p> <hr/> <p>From: brent.parks.services@brent.gov.uk / Sent: Mon 24/07/2017 11:26</p> <p>Dear [REDACTED]</p> <p>Thank you for your email, I have sent it to management and await their response.</p> <p>Kind Regards,</p> <p>[REDACTED] Administration Officer Environmental Improvement Brent Council</p> <p>[REDACTED] www.brent.gov.uk</p> <p>@Brent_Council</p>
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8562299	[REDACTED]	Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks	[REDACTED]	08/11/17	Not upheld (Stage 1)	<p>Hi,</p> <p>I would like to make a complaint about the public toilets near [REDACTED] harrow road, wembley, ha0 2he. They are outside subury and harrow road rail station, by the bus stop.</p> <p>I have a disability and own a radar key, the disabled toilet has a radar key but it was out of order. I wanted to use the other toilets, so i put in a 20p piece and the machine doesnt work so i was not able to even use the other toilets. I was very disappointed that there are purpose built toilets that don't even work, and i suspect haven't been working for some time now.</p> <p>If the disabled toilet isn't working, we should at least get the keycode access to the other toilets as my disability is not physical, so i am able to use another toilet.</p> <p>I had a very bad experience with the toilets and had to try and use one of the toilets in the shops on the road, i ended up paying to use one of the restaurants toilets. I tend to find the general upkeep of some of the public toilets in wembley are not great, another example being the set of public toilets at wembley triangle on the corner of Oakington Manor Drive. I have had the same issue as above at those toilets, where the disabled toilet didn't work.</p> <p>Please please please, keep them fixed as there are many like me who rely on them to get through the day, and get out and about. If it wasn't for them, i would not be able to leave my house!</p> <p>There is also some public toilets on the high road, in the car park underneath wembley central station, which have to be accessed by stairs. They are maintained well, but i wasn't able to figure out how to get in for free (i have always paid for it), because there is no radar key scheme for those toilets, could you provide me with some information of how i could use it?</p> <p>Kind Regards,</p>
8648598	[REDACTED]	Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks	[REDACTED]	22/11/17	Not upheld (Stage 1)	<p>Please find attached a complaint from [REDACTED] re Roundwood Park funfair. Kindly copy the response to [REDACTED] and Cllr [REDACTED] who forwarded the complaint and asked for it to be investigated.</p>

8691496		Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks		22/11/17	Withdrawn	<p>Brent's website does not make clear who has responsibility to parks in the borough, so this email is addressed to you both.</p> <p>I would like to lodge a complaint and ask for further information regarding the use of Roundwood Park, off Longstone Road.</p> <p> ran until 29th October and since then an area of Roundwood Park has been annexed as a "compound" for caravans, lorries and funfair rides. According to the Brent's Customer Service Twitter account this has been agreed with the Council's Parks Department.</p> <p>This area is often used as a site for films crews, which is tolerable in that it is temporary and it has still been possible to run around the playing field, currently used by runners, schools and clubs. Speaking to local residents, no signs were posted nor letters sent to consult or inform people that the playing field was to become a caravan site, for several weeks at least.</p> <p>The annexing of an area of park for residential use, however temporary is totally unacceptable. It displays a lack of understanding of the use of this area of the park, by the parks department which is very disappointing. It also sets a worrying precedent and degrades a playing field for alternative uses in the future.</p> <p>I would like an explanation as to how the decision was taken, to sanction residential use and creation of this compound. Specifically:</p> <p>Which Officer(s) have delegated authority to change the use of the site? Where in the council's constitution or orders are officers permitted to allow residential use of parks? Where is the planning application to sanction residential use of this park playing field? What was the Councillor / member oversight into this decision? How were residents and park users consulted and informed that the playing field was to</p>
8692996		Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks	Support Support	30/11/17	Resolved upon receipt	Letter attached
8708700		Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks		05/12/17	Not upheld (Stage 1)	<p>Dear Brent Council,</p> <p>I am complaining about the lack of lighting on Kingsbury Green. At this time of year it's dangerous to cross the green from 5pm or so as it's extremely dark. It's a very useful way for pedestrians to get home and to and from the tube station but people feel too unsafe to cross as it's so dark. My neighbour was violently mugged on Sunday 3rd December walking across the green at 6.30pm. if there was brighter and more lighting right across the green then criminals would not feel so free to attack people and feel they can get away with it.</p> <p>Also can the council be alerted to this, violent criminals are mugging people who are just walking across the green. Please can you help Brent residents be safer?</p>
8858510		Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks		12/01/18	Not upheld (Stage 1)	<p>On 23 August 2017 I sent the following email to brent.parks.services@brent.gov.uk: "On 5 October 2012 the then Mayor, , unveiled a Fairtrade artwork on Borough Parks land by the Harrow Road, near Kensal Green station: please see photo below. The artwork was supported by the Council as part of its commitment to Fairtrade and paid for through the Council's Ward Working funds. I am very sad to see this unique artwork by local artist has been removed. Please can you explain why this has happened and what has been done with the artwork?"</p> <p>I attach the photo of the Mayor with the artwork.</p> <p>I have had no reply and as Chair of Brent Fairtrade Network, which organized this artwork, I would be most grateful for answers to my questions.</p>

9102496	[REDACTED]	Regeneration and Environment	Environmental Improvement	Parks	Complaint - Parks	[REDACTED]	13/02/18	Resolved through resolution meeting (Stage 1)	Please see letter uploaded in documents
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