Date Reported	Ref	Description of problem	Outcome
FOOTPATHS			
26th January 2021	2699172	Excess rainwater from alleyway on Ferry Road by The Drive is casing the water to flow onto the footpath and pooling at the entrance of The Drive and Ferry Road, causing a potential hazard with icy weather.	Reported to ECCH, response: to be monitored
14th January 2021	2696710	Bocked drain and flooded part of road Hilltop Ave at junction of Lower Road, flooding appears to be caused by large pile of dumped soil and rubble on grass verge by new development on planning application 19/00131/ful, 151 Lower Road. Mutiple times road has flooded due to the soil as surface water is muiddy brown in colour. Connected to issues raised 19 August 2020 under ref 2675078 where a green claim is in progress.	Reported to ECCH to investigate 21 Jan 2021. Reported to ECCH, response: to be monitored
10th January 2021	N/A	ECCH to raise surface area by 2-3mm by bus stop at allotments to help with rainfall	In progress with ECCH
3rd September 2020	2677860	Loose and raised bubble tiles by Zepra Crossing opposite side of road to One-Stop shop	Already been reported by member of the public. Will be considered for repair when works in the area are to be done, no timeframe
3rd September 2020	2678238	Gulley style footpath by One-Stop shop that is broken and raised	Reported to ECCH on 3rd September 2020. Outcome: ECCH already aware, no other details
3rd September 2020	2678239	Missing black bollard by One-Stop shop	Reported to ECCH on 3rd September 2020. Outcome from ECCH on 4th September 2020: We have investigated and risk-assessed this issue. Our recent inspection of this issue has prioritised it as not as serious as some of the other defects we are aware of, so we have recorded it and will consider it when we are planning future works in the area. This does not mean that this issue is not important to us; we will repair it just as soon as is humanly possible given the constraints explained.
19th August 2020	2675078	Damaged and closed off footpath and building rubble / materials in relation to planning application 19/00131/ful, 151 Lower Road affecting footpath in Hilltop Avenue leading on from Lower Road	ECCH to raise a Green Claim to get rectified.
18th August 2020	2675948	Large pothole Ferry Road by 'The Swans'.	Reported to ECCH on 13th August 2020. ECCH escalated to a green claims team on 19th August 2020
6th August 2020	2674310	Loose drain cover, two drain covers along Lower Road between Pevensey Gardens and Burlington Gardens (allotment side of road) are loose, every time a vehicle goes over it which is regular due to the road being narrow it makes a horrendous noise and is disrupting sleep	Seems to have been previously reported. Prior to HPC reported the following statement was showing by this drain cover issue: Defect #3488519. Issue location O/S 244. Status: Defect to be considered for repair as part of the planned maintenance programme. Still reported to ECCH on 6th August 2020.
6th August 2020	2674311	Loose drain cover, two drain covers along Lower Road between Pevensey Gardens and Burlington Gardens (allotment side of road) are loose, every time a vehicle goes over it which is regular due to the road being narrow it makes a horrendous noise and is disrupting sleep	Reported to ECCH on 6th August 2020. To be monitored
2nd June 2020	2666323	Overgrown hedges on Lower Road by Central Avenue making it dificult to see when traffic is coming on Lower Road. Residents are having to lean into the road to see if traffic is coming making it even more dangerous.	Reported to ECCH 2nd June 2020. ECCH wrote to Residents concerned November 2020

Date Reported	Ref	Description of problem	Outcome
8th Jan 2020	2647403	Churched up footpath outside no. 35 Mapledene Avenue, loose kerbstones by it too.	Reported to ECCH 8th January 2020. Repairs to be carried out early March to part of footpath
03.12.2019	2641916	40 MPH sign by new roundabout on BDW Homes site in wrong position, advised this should be 30 MPH and the 40 MPH sign should be on Hullbridge Road.	Reported to ECCH on 28th November 2019, outstanding
30.07.2019	2627080	62 Abbey Road - Appears tree roots from nearby are causing a hump in the pavement - reoccuring problem. Tripping hazard,	Reported to ECCH on 30.07.2019. Update 06.08.2019 - Damage not bad enough for repair (as per email from ECCH), will be monitored. Hump size increasd, passed to ClIr Carole Weston
01.07.2019	2623804	Footpaths to be cut back, back of Tower Park, Pooles Lane end .	Reported to ECC on 01.07.2019 Passed to Cilr Carole Weston
01.07.2019	2623806	Footpaths to be cut back Brandy Hole part walk to the Dome.	Reported to ECC on 01.07.2019 Passed to Cllr Carole Weston
21.02.2019	Various	<ul> <li>66 separate reports of pavement defects in Mapledene Avenue ranging from missing kerbstones, broken kerbstones, cracking and movement issues to dips and 'pot hole' types of defects.</li> <li>57 separate reports of pavement defects in Thorpedene ranging from missing kerbstones, broken kerbstones, cracking and movement issues to dips and 'pot hole' types of defects.</li> </ul>	16.05.2019: Pre-Patching in preparation for Micro Surfacing in Spring/Summer 2019. SEALING ONLY . Thorpedene Avenue only, Work to be carried out between 31st May - 4th June 2019. Customer Service advisor at ECCH advised to put in a complaint online through ECCH in order for these issues to be escalated. 21.02.2019. Complaint form submitted 26.02.2019. Response from ECCH on 27.02.2019: Thorpedene and Mapledene Avenue are classified as local roads which are inspected in their entirety on an annual basis. The Highways Inspector will also conduct adhoc inspections of particular issues in response to reports made by members of the public. Both roads were last routinely inspected in January 2019 and the Inspector does not consider there to be any issues with the carriageway which warrant urgent works.
31.01.2019	2603845	Edge of footpath behind red street light 14a by coop car park, bollard missing leaving big hole	Reported to ECCH . No action by ECCH intended at this point in time.
31.01.2019	2603848	Ferry Road, outside Sue Ryder Shop - bollard missing leaving big hole with big metal clip inside, fall hazard	Reported to ECCH . No action by ECCH intended at this point in time.
24.05.2018	ECC47712 070618	Replacement lit sign on pavement Ferry Rd, just past Mayfield Avenue. Replacement light installed too far into footpath causing a narrowing and obstruction for wheelchair users, double buggies and mobility scooters.	Was advised by ECCH that new position was only temporary and the lit sign would be moved back to original position. This has not been rectified, escalated to a formal complaint via ECCH Complaints dept. website on 19.12.2018. Light also has no lamp cover, this was reported 31.01.2019. Lamp cover now missing, reported to ECCH on 31.01.2019 ref 2603853. 16.04.2019 - ECCH confirmed this will not be rectified in any way.
21/10/2015	2428671	No 6 Malyons Lane – Potholes in footpath/ poor condition, both sides	Being monitored

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HIGHWAYS			
18/12/2018	ECC5947020 12 18	just gone around it, not level, going up resident's wall etc. The areas which have been sprayed in black paint is crumbling away, causing pools of water to sit on the path (expecially outcide Riverside Primary School) which will	Thank you for your online submission dated 20 December 2018 regarding footway works in Ferry Road, Hullbridge. I regret to hear of any inconvenience experienced. I have liaised with our Maintenance Team; they have confirmed they have contacted the subcontractors who undertook the works in question; they will carry out a site visit in due course and the necessary action will be taken.

05.04.2017	Unknown	Sunken footpath caused by dumper truck by long white bungalow, Pooles Lane footpath.	UNKNOWN
04.04.2017	N/A	Damaged kerbs by bus terminal, Pooles Lane, buses causing damage	Reported to ECCH and Bus Company, awaiting engineer to assess and response. 24.05.2017- Arriva investigating with their insurers for CCTV footage and site inspection. Now waiting for RDC to establish responsibility to get actioned. (July 2017). Chased RDC 24.04.18 19.12.2018 - Richard Tatton-Bennett at RDC no longer working at RDC, there is no replacement officer, have left phone message with Matt Hardwood White at RDC. RDC were in liaison with insurers.
Jan-17	N/A	HPC applied for the temporary road closure of flooded roads – Essex, to also be applied to Watery Lane. Relating to ECCH initiative of temporary road closure.	UNKNOWN

ECC To Review 2015/2016			
Nov-16	Resident	Badly cracked footpath from start of Pooles Lane to Rec ground	P3 low priority
29.07.2014 05.05.2016	2346485/ 2346487/ 2462419	IBroken loose kerbstones on Manledene Avenue been removed	P4 low priority. Highways advised temp fix of tarmac moulded to where the kerb should be. Target repair date May 2017. 02.01.2019 - To be monitored.

Date Reported	Ref	Description of problem	Outcome
Completed by Highways:			
13.09.2018	n/a	First street light on left, Thorpedene Avenue when entering from Ferry Road end is missing. Defective/damaged light removed by ECCH some time ago but not replaced. Street light number 1/250229	Reported to ECCH and was told that although the street light will be replaced there is no timescale as to when the new light will be installed. Have emailed ClIr Carole Weston to see if she can intervene and help this progress faster. Update 28.11.2018: ECCH awaiting the green light from Utilities companies to ensure digging ok to fit new light, Street lighting team are chasing this. 02.01.2019 - ECCH are chasing up. Advised 07.02.2019 from ECCH that light will be fitted by April, before end of financial year. 02.07.2019 Was due to be replaced by end of Financial year 2019, however there has been a delay, it will be replaced this financial year but no date has been scheduled.
30.11.2018	2597196	Footpath resurfacing done incorrectly. Hump by entrance of Tower Park has been replaced with a large concave dip which now acts a very big puddle when it rains	Reported To ECCH. 02.01.2019 - ECCH gathering information to determine what action, if any could be taken.
13.09.2018	2587753	Blocked drain of silt. With previous attempts of road sweeper flushing water through the blockage still remains and needs further investigation. First drain on left hand side in Thorpedene Avenue when entering in from Ferry Road end.	Reported to ECCH Ref 2587753. No action by ECCH intended at this point in time.
14.02.2019	2605896	Damaged tree with tree stump caused by RTA . Resident feels tree stump is a trip hazard particularly as street light in same position was damaged and removed by same RTA. Lower Road, directly opposite Abbey Road.	Reported to ECCH as this may fall under an insurance claim to carry out the work to fully remove the stump as the replacement street light will be replaced once the insurance claim is paid out. Admin to chase up the removal of concrete pillar left on grass verge. No action by ECCH intended at this point in time re tree stump.
30.06.2015 May 2018	2410035	Overgrown foliage and overflowing ditches by Allotments. Ditches Cleared. Blocked Culverts reported to ECC and flooding issue/drain location. Ref . Photos have now been sent to ECC. Update – ECC Highways have responded asking for ditches to be cleared, advised them this was already done recently, waiting for response.	Response from Highways 6th June 2016: "We have investigated on your behalf with our Highways team and they have advised that the contractor did the following work on 11 May 2016 (quoted from the contractors notes); The ditch adjacent to the allotments, pumped the system dry. Jetted from headwall in ditch by allotments 22m towards Pevensey Gardens. Jetted chamber in Pevensey Gardens 40m towards the allotments. Both gulleys on this this line work OK. Outfall ditch needs clearing", HPC re-reported April 2018. Received letter from ECCH asking us to clear the ditches. Letter from HPC sent back to ECCH explaining it is their responsibility to clear the culvert to fix the problems. This is being arranged, date not yet known. 06.06.2018. To be discussed at next Allotment Management Committee meeting.
7th January 2021	2695645	Very large pothole caused by repair works carried out by Cadent in Dec 2020	Fixed same day
3rd November 2020	2687030	Uprooted concrete bollard on footpath by Kingsway	ECCH treating as very urgent - reported to ECCH 3rd November 2020. Update from ECCH 4th November: We've investigated and assessed this issue. We've made it safe and we'll assess it again to find out if it needs permanent repair in the future.
18TH December 2020	n/a	Bank of 11 street lights that were out on Lower Road just past Long Lane	Fived just hefore Christmas 2020

18TH December 2020 n/a

Bank of 11 street lights that were out on Lower Road just past Long Lane

Fixed just before Christmas 2020

	Date Reported	Ref	Description of problem	Outcome
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Noted: Cllr. Mrs Carole Weston has chased up all of the open reference numbers with ECCH and these are being looked into. Regarding the request for Street Lighting on Lower Road to remain on overnight this can be taken up with Essex Police who have the authority to bring about this change. 06.06.2018.