

FOI Report - Customer Services

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Site Code 40300160 Site Name BROAD STREET

Enquiries Ranging From: 28/06/2016 To 23/02/2018 District: Thanet

Enquiry No	Logged	Service Name	Subject Name	Status	Subsequent Job
222453	28/06/2016	Potholes	Pothole On The Road	Enquiry resolved	43215447
Around 5yrs into Broad Street from King Street					
228404	29/07/2016	Potholes	Pothole On The Road	Enquiry resolved	43215654
On Broad street few feet away from the junction od Harders street, situated left of centre in the road					
233933	31/08/2016	Mobility Access	Req For Dropped Kerb/Pram Ramp	Enquiry resolved	
Directly outside the church					
248766	15/11/2016	Street Lighting	Not Working	Not highways - passed to others	12818071
HFCC001					
254564	13/12/2016	Footpaths/Pavements	Needs Repair/Potholes etc.	Enquiry resolved	43019273
On pavement outside Iceland store.					

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Enquiry No	Logged	Service Name	Subject Name	Status	Subsequent Job
Location					
256591	02/01/2017	Signs & Name Plates	Road Traffic Req For New	Enquiry resolved	
by Victoria resturaunt					
275396	06/04/2017	Potholes	Pothole On The Road	Enquiry resolved	43216842
Middle of the road outside No17					
275396	06/04/2017	Potholes	Pothole On The Road	Enquiry resolved	43216842
Middle of the road outside No17					
10221255	04/05/2017	Insurance	Insurance Claim	Claim sent to insurance team for decision	
43201967	15/06/2017	Footpaths/Pavements	Mud/Material to Clear	Enquiry resolved	43217248
Outside Telephone Exchange					

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Enquiry No	Logged	Service Name	Subject Name	Status	Subsequent Job
Location					
289287	05/07/2017	Potholes	Multiple Potholes	Enquiry resolved	
Out side the Victoria Restraurant in Broad Street Beside the loading area for Peacocks, which is in Hardres Street.					
43201997	05/07/2017	Street Lighting	Shade Request	Enquiry resolved	12837116
Outside Kingswood Heights flats					
294361	01/08/2017	Roadworks	Information On Roadworks	Enquiry resolved	
IOn the small section of Broad street street going towards Kins street					
294363	01/08/2017	Roadworks	Information On Roadworks	Enquiry resolved	
IOn the small section of Broad street street going towards Kins street					
294366	01/08/2017	Roadworks	Information On Roadworks	Enquiry resolved	
On the small section ofb Broad street that runs from the junction of Turner street to the corner where it turns into Kings street					

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Enquiry No	Logged	Service Name	Subject Name	Status	Subsequent Job
Location					
10221862	05/09/2017	Signs & Name Plates	Lit/Illumin Damaged/Missing	Enquiry resolved	12842850
J/w broad street					
309162	23/10/2017	Street Lighting	Not Working	Enquiry resolved	12850049
At the side of the road on the church side lamp post number HBC R008					
311659	06/11/2017	Drainage and Flooding	Manhole/Drain Cover Problem	Enquiry resolved	45624275
Just outside the church hall					
45610227	07/11/2017	Client Site Patrol	Weekly Inspection	Enquiry resolved	
Just outside the church hall					
43202093	08/11/2017	Drainage and Flooding	Manhole/Drain Cover Problem	Enquiry resolved	
Just outside the church hall					

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Enquiry No	Logged	Service Name	Subject Name	Status	Subsequent Job
Location					
46900134	06/12/2017	Incident Response (Not for CC)	Maintenance Activity	Enquiry resolved	43218022
638220 / 165099 (Hardres St j/w Broad St)					
336735	22/02/2018	Street Lighting	Not Working	Enquiry attended - more work required	
Broad street opposite Iceland					
336973	23/02/2018	Potholes	Multiple Potholes	Enquiry resolved	43218521
The potholes are on the junction with Broad Street Ramsgate and are getting bigger and deeper, stones of 2 inches square are being thrown about by traffic.					