



From: Dover Customer Services <rostrvm@dover.gov.uk>
Sent: 20 March 2019 15:21
To: DDC EnvHealth
Subject: FW: Dover general enquiry
Attachments: IMG_7794.PNG; IMG_7784.JPG; IMG_7785.JPG

Hi!

Is this one for you?!

Customer Services
 Dover District Council

www.dover.gov.uk

From: [Redacted]
Sent: Wed, 20 Mar 2019 14:46:06 +0000
To: <rostrvm@dover.gov.uk>
Subject: Dover general enquiry

Other enquiry

Question

What does your enquiry relate to:

Response

Other enquiry

Hi - I live at [Redacted] The large derelict house [Redacted] has a large blue tarpaulin on the roof which is disintegrating and littering our garden, those of our neighbours, and our streets. Its been doing this for a while, but is getting significantly worse as it deteriorates further. Hopefully the attached pictures demonstrate the problem, and the google earth view shows where the blue roof is. After the recent windy weather the street was full of blue threads. The property is vacant, and I do not have the owners contact details to complain directly. But it is creating an environmental mess and I would be grateful if the council could take steps to address it. Many thanks,

Your message:

Upload 1: IMG_7794.PNG

Upload 2: IMG_7784.JPG

Upload 3: IMG_7785.JPG

First name(s): [Redacted]

Last name: [Redacted]

Contact phone number: [Redacted]

Your email address: [Redacted]

Question**Response**

Would you like to receive your Council Tax bills by email?:

No

Your address including postcode:

Jadu reference number 286999

Date and time submitted 20/03/2019 14:46:04

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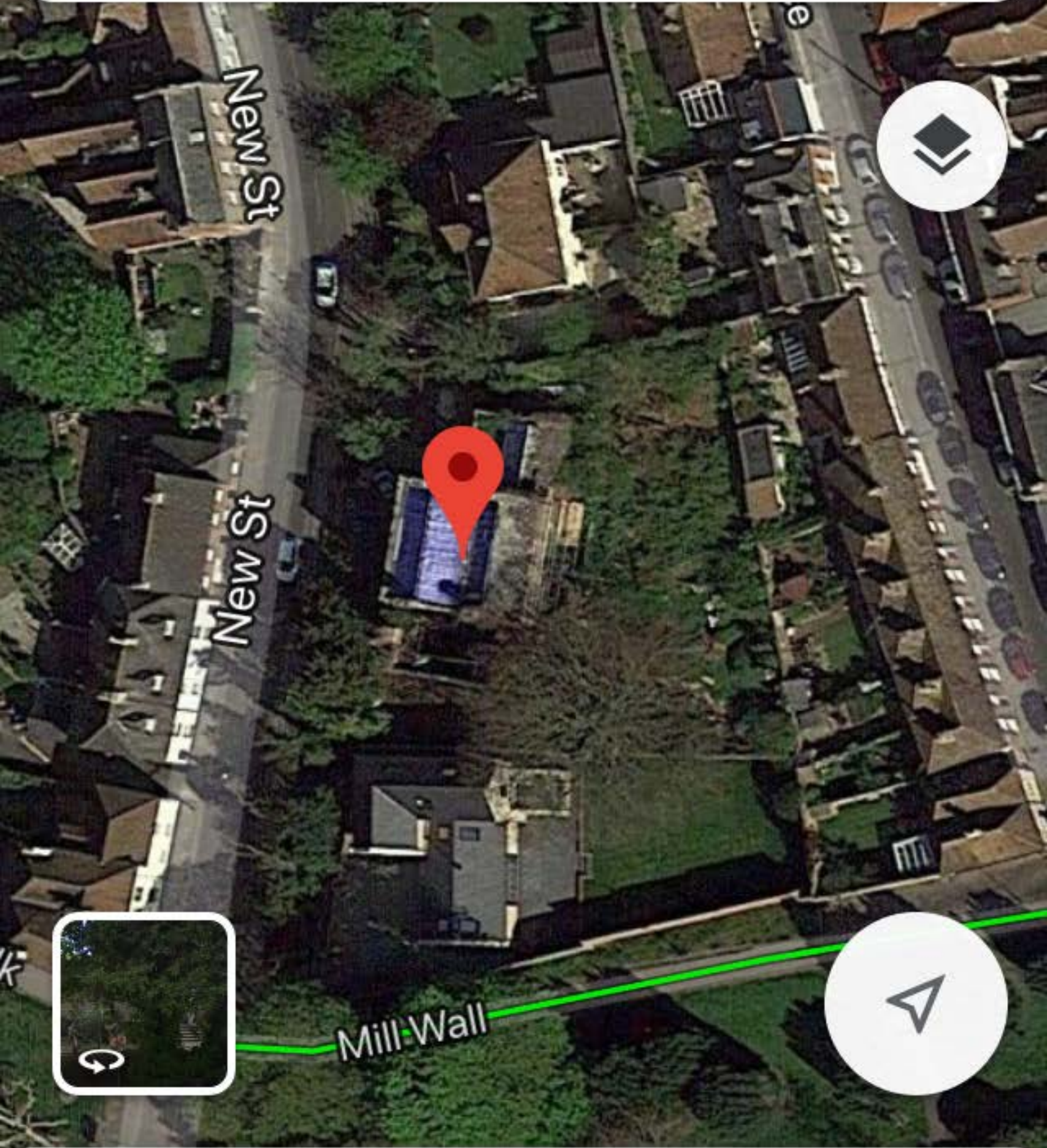
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Dropped pin

Near Sandwich

🚗 1 hr 38 min

📍 Directions

📍 Start

🚩 Lab

SERVICE REQUEST DETAILS WORKSHEET

Complaint Ref	201908506	Jobsheet Printed	28-02-2025
Complaint Received	20/03/2019	Allocated To	██████████
Response Date			
Complaint Code	EPUO	Description	Untidy / Overgrown Site

Subject of Complaint		Details of Complaint
Location Complaint	57 New Street, Sandwich, CT13 9BD	The woven plastic sheeting covering this derelict building and littering our garden, those of our neighbours, and our streets. Its been doing this for a while, but is getting significantly worse as it deteriorates further. //
Premises Complaint		
Contact Complaint		

Customer		Customer Details
Name	██████████	Telephone ::
Address	██████████	Mobile :: ██████████
		Email :: ██████████

Date	Officer	Action Code	Action Details Taken
09-04-2019	██████████	Email	Email response from compli. ██████████ Thank you for your response. I am glad that extra street sweepers are coming - I suppose it would be too much to ask to come and also sweep the back gardens of ██████████ given the amount of blue threads that continue to fall in our gardens. Sadly, the Council's attempts at taking enforcement action on this listed property have been completely inadequate - it has been in a dilapidated state since we moved in to our property in 2007 and is continuing to degrade (as evidenced by the debris in strewn all over my garden). Kind regards
02-04-2019	██████████	Email	email response to compl - NFA
01-04-2019	██████████	Referred to other DDC Officer / DDC Department	Passed from officer: ██████████ - ██████████ to officer: ██████████ -
01-04-2019	██████████	Case Update / Review	Hi ██████████ I have visited and submitted cleansing tasks but am returning worksheet to you regrading the tarpaulin on the roof - it looks like ██████████ has had some involvement
01-04-2019	██████████	Visit	Not much evidence of the problem in the street but cleansing tasks can be submitted to Veolia.
01-04-2019	M3 Officer	Referred to other DDC Officer / DDC Department	Passed from officer: ██████████ - ██████████ to officer: ██████████ -
25-03-2019	██████████	Referred to other DDC Officer / DDC Department	Passed from officer: ██████████ - ██████████ to officer: ██████████ - There is no public health issues here, perhaps the street cleaner could take a look?
25-03-2019	██████████	Referred to other DDC	Passed from officer: ██████████ - ██████████ to officer: ██████████ -

		Officer / DDC Department	
21-03-2019	██████	Visit	Visited ██████, there are three or four strands of blue twine in the gutter and/or on pavement, no public health issues - to pass to street cleansing
21-03-2019	██████	Email	██████ Newgate House (formerly The Limes) 57 New Street, Sandwich DDC objective is to get this statutory listed property repaired so that it is fit for habitable use. In order to achieve this objective, we are currently considering options for taking formal enforcement action upon the owners. Best regards ██████
20-03-2019	██████	Email	Hi! Is this one for you?! Customer Services Dover District Council www.dover.gov.uk From: Sent: Wed, 20 Mar 2019 14:46:06 +0000 To: Subject: Dover general enquiry Other enquiry Question Response What does your enquiry relate to: Other enquiry Your message: Hi - I live at 2 ██████. The large derelict house ██████ has a large blue tarpaulin on the roof which is disintegrating and littering our garden, those of our neighbours, and our streets. Its been doing this for a while, but is getting significantly worse as it deteriorates further. Hopefully the attached pictures demonstrate the problem, and the google earth view shows where the blue roof is. After the recent windy weather the street was full of blue threads. The property is vacant, and I do not have the owners contact details to complain directly. But it is creating an environmental mess and I would be grateful if the council could take steps to address it. Many thanks, ██████ Upload 1: IMG_7794.PNG Upload 2: IMG_7784.JPG Upload 3: IMG_7785.JPG

Visit Time		Admin Time	
Complaint Recommended for Closure Y/N		Closing Officer:	
Complaint Founded Y/N		Date Closed:	
Agreed By		Date	

From: [REDACTED]
Sent: 21 March 2019 12:46
To: [REDACTED]
Subject: FW: Dover general enquiry
Attachments: IMG_7794.PNG; IMG_7784.JPG; IMG_7785.JPG

[REDACTED]
Newgate House (formerly The Limes) 57 New Street, Sandwich

DDC objective is to get this statutory listed property repaired so that it is fit for habitable use. In order to achieve this objective, we are currently considering options for taking formal enforcement action upon the owners.

Best regards

 [REDACTED]
Principal Planner (Enforcement)
Dover District Council
Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ
Tel: [REDACTED]
Fax: 01304 872351
E-Mail: [REDACTED]@dover.gov.uk
Web: www.dover.gov.uk

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From: DDC EnvHealth
Sent: 21 March 2019 12:25
To: [REDACTED]
Subject: FW: Dover general enquiry

Hi [REDACTED]

We've had the below come in. I think you may be already be dealing with the property In question. Do you have the exact address and details on what action planning enforcement is taking?

Many Thanks



**Technical Support Officer
Environmental Protection**
Dover District Council, White Cliffs Business Park, Dover CT16 3PJ
Tel: [redacted]
Email: [redacted]@dover.gov.uk
Web: dover.gov.uk

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From: Dover Customer Services [mailto:rostrvm@dover.gov.uk]
Sent: 20 March 2019 15:21
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Subject: FW: Dover general enquiry

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Customer Services
Dover District Council

www.dover.gov.uk

From: [redacted]
Sent: Wed, 20 Mar 2019 14:46:06 +0000
To: <rostrvm@dover.gov.uk>
Subject: Dover general enquiry

Other enquiry

Question

What does your enquiry relate to:

Response

Other enquiry

Your message:

Hi - I live at [redacted]). The large derelict house [redacted] has a large blue tarpaulin on the roof which is disintegrating and littering our garden, those of our neighbours, and our streets. Its been doing this for a while, but is getting significantly worse as it deteriorates further. Hopefully the attached pictures demonstrate the problem, and the google earth view shows where the blue roof is. After the recent windy weather the street was full of blue threads. The property is vacant, and I do not have the owners contact details to complain directly. But it is creating an environmental mess and I would be grateful if the council could take steps to address it. Many thanks,
[redacted]

Upload 1: IMG_7794.PNG

Upload 2: IMG_7784.JPG

Upload 3: IMG_7785.JPG

First name(s): [redacted]

Last name: [redacted]

Question**Response**

Contact phone number:

[REDACTED]

Your email address:

[REDACTED]

Would you like to receive your Council Tax bills by email?:

No

Your address including postcode:

Jadu reference number 286999

Date and time submitted 20/03/2019 14:46:04

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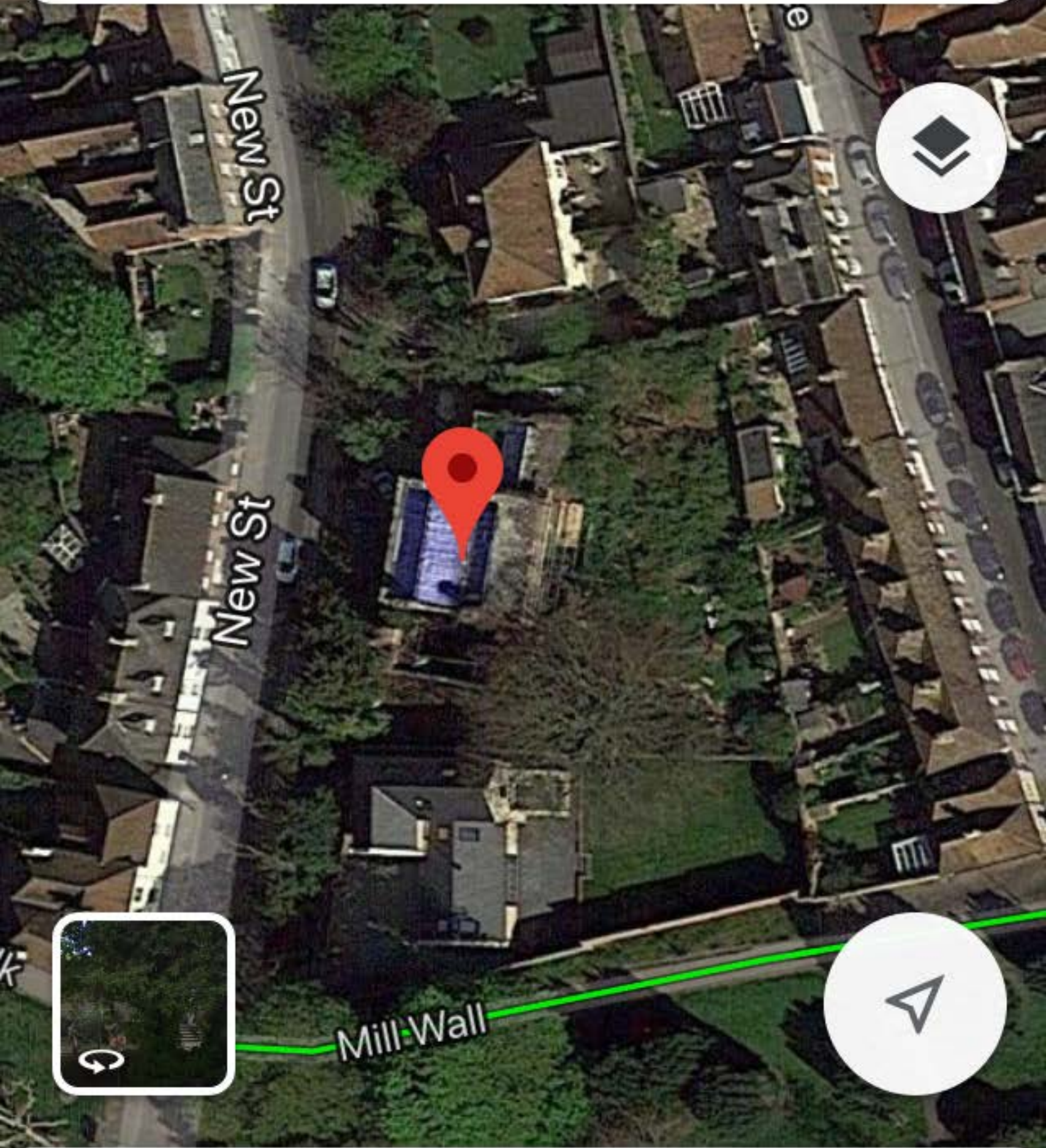
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Dropped pin

Near Sandwich

🚗 1 hr 38 min

📍 Directions

📍 Start

🚩 Lab

From: DDC EnvHealth
Sent: 02 April 2019 08:37
To: [REDACTED]
Subject: RE: Dover general enquiry

Dear [REDACTED]

I refer to your enquiry to customer services concerning blue threads in the area of your home and can confirm inspections have been carried out by street cleansing inspectors. I am advised that a request to street sweepers has been made to cleanse the area.

I understand also that the Council's planning enforcement team are aiming to get the statutory listed property repaired so it is fit for habitable use and are considering options to take enforcement action upon the owners. Unfortunately at present I do not have further details on this.

As there are no public health issues at present, I would be grateful if you can forward further enquiries to the Council's cleansing team on the following link:-

<https://www.dover.gov.uk/Recycling--Waste/Bins-Recycling.aspx>

Yours sincerely



[REDACTED]
Senior Environmental Protection Officer
Dover District Council
Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ
Tel: [REDACTED] (Dover Council call centre)
Email: envhealth@dover.gov.uk
Web: dover.gov.uk

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From: [REDACTED]
Sent: Wed, 20 Mar 2019 14:46:06 +0000
To: <rostrvm@dover.gov.uk>
Subject: Dover general enquiry

Other enquiry

Question

Response

What does your enquiry relate to: Other enquiry

Question**Response**

Hi - I live at [REDACTED] The large derelict house [REDACTED] has a large blue tarpaulin on the roof which is disintegrating and littering our garden, those of our neighbours, and our streets. Its been doing this for a while, but is getting significantly worse as it deteriorates further. Hopefully the attached pictures demonstrate the problem, and the google earth view shows where the blue roof is. After the recent windy weather the street was full of blue threads. The property is vacant, and I do not have the owners contact details to complain directly. But it is creating an environmental mess and I would be grateful if the council could take steps to address it. Many thanks, [REDACTED]

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First name(s): [REDACTED]
Last name: [REDACTED]
Contact phone number: [REDACTED]
Your email address: [REDACTED]

Would you like to receive your Council Tax bills by email?: No

Your address including postcode:

Jadu reference number 286999
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[REDACTED]

From: [REDACTED]
Sent: 09 April 2019 11:51
To: DDC EnvHealth
Subject: RE: Dover general enquiry

[REDACTED]

Thank you for your response.

I am glad that extra street sweepers are coming – I suppose it would be too much to ask to come and also sweep the back gardens of [REDACTED] given the amount of blue threads that continue to fall in our gardens. Sadly, the Council's attempts at taking enforcement action on this listed property have been completely inadequate – it has been in a dilapidated state since we moved in to our property in 2007 and is continuing to degrade (as evidenced by the debris strewn all over my garden).

Kind regards

[REDACTED]

[REDACTED]

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Sent: 02 April 2019 08:37
To: [REDACTED]
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Yours sincerely



[Redacted]

Senior Environmental Protection Officer
Dover District Council
Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ
Tel: [Redacted] (Dover Council call centre)
Email: envhealth@dover.gov.uk
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Upload 3: IMG_7785.JPG

First name(s): [Redacted]

Last name: [Redacted]

Contact phone number: [Redacted]

Your email address: [Redacted]

Would you like to receive your No

Question**Response**

*Council Tax bills
by email?:
Your address
including
postcode:*

Jadu reference number 286999

Date and time submitted 20/03/2019 14:46:04

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