

Enquiry Number	Street	Subject Name	Enq Status Name	Job Start / No Jobs	O/S Flag	Latest Update
Cust Type Name	Logged Date	Location Details	Service Name	Enquiry Desc		
10000063	18/06/2008	WINSTON AVENUE	z-Overgrown Tree	JO - Works Completed	24/09/2008 / 1	N Job 1723197 - Reactive Works Complete
Parish Representative		Winston Avenue, Kings Hill	z-Vegetation	four trees need to be relaced and two trees are now leaning over onto the pavement		
10001291	14/08/2008	KING HILL	z-Sign-Damage/Missing/Obs	JO - Works Completed	06/01/2009 / 1	N Job 11167450 - Reactive Works Complete
Parish Representative		roundabout adjacent to the tmbc building on gibson drive.	z-Signs and Street Name Plates	direction signs are on metal poles that have rusted and some have collapsed and are a h&s risk		
10001294	14/08/2008	BOVARDE AVENUE	z-Weed Growth on highway/fway	ENQ - Enquiry Resolved		N Vegetation has been cut back
Parish Representative		junction of bovarde ace and discovery dr	z-Vegetation	half of the pavement is now obstructed by undergrowth		
10001495	22/08/2008	OFFHAM ROAD	z-Veg'n obstructing Sign/Light	ENQ - Enquiry Resolved		N Advised by Highway Definition that trees are privately owned.
Parish Representative		manor farm , offham road	z-Vegetation	obsuring streetlight at entrance to manor farm		
10001502	22/08/2008	ALMA ROAD	Road Surface Cracked	ENQ - Enquiry Resolved		N Alma Road is scheduled to be resurfaced on Monday 29th and Tuesday 30th September 2008. Signs will be erected on site and letters will be sent to residents. Works have been completed.
Parish Representative		alma road and general	Road/Carriageway	in view of the response that the faults in alma road are minor and are scheduled for repair in 08/09 members wish to be given examples of other well used residential areas which are given higher priority.- call taken by HW overflow agent advises of loose Tarmac flying about needs attending		
10001498	22/08/2008	WATER LANE	Resurfacing Request	ENQ - Enquiry Resolved		N Pre patching has been completed in the road. Final dressing will be laid in September with new lining. Delays to the work have been due to poor weather conditions. Works have been completed.
Parish Representative			Road/Carriageway	from parish spreadsheet. when will resurfacing work be carried out as agreed?		
10001499	22/08/2008	NORMAN ROAD	Footway Damage	ENQ - Enquiry Resolved		N This footway is on the Countywide Improvements priority list for future works.
Parish Representative		alongside macey's meadow	Footway/Off-Rd Cycleway/Verge	crumbling pavement		

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10001493	22/08/2008	SWAN STREET	Blocked Drain/Gully	ENQ - Enquiry Resolved		N
Parish Representative		various. including swan street and high street	Draining and Flooding	FROM PARISH SPREADSHEET parish council wrote to the various property owners years ago to remind them that the maintenance of these gullies is their responsibility, not highways, however, we notice that many of the gullies are in a poor state, so an approach from highways might do the trick - in particular outside bombay brasserie, high street outside threshers, high street, this on ei s blocked off outside crop shop high street two outside town mallin g club sean street - dangerous ( a general review is needed)		
10001497	22/08/2008	WEST STREET	Footway Damage	ENQ - Enquiry Resolved		N Put on list for future surfacing scheme.
Parish Representative		high street to county grove	Footway/Off-Rd Cycleway/Verge	footways in bad condition		
10001494	22/08/2008	OFFHAM ROAD	Trench Hazard (Utilities)	ENQ - No Action Required		N temp repairs has been carried out no hazards exist
Parish Representative		22-24 Offham road	Road/Carriageway	trench reinstatement near no 22 is badly sunken - dangerous eg for cyclists - duplicated item T/WM/07/009		
10001503	22/08/2008	ALMA ROAD	Footway Damage	ENQ - Enquiry Resolved		N Put on list for future sesurfacing
Parish Representative			Footway/Off-Rd Cycleway/Verge	resurfacing needed along whole of road		
10001520	22/08/2008	SWAN STREET	Blocked Drain/Gully	JO - Works Completed	16/09/2008 / 1	N Works Completed.
Parish Representative		swan st/ lavenders road	Draining and Flooding	FROM PARISH SPREADSHEET drains either side of junction are ejecting water during heavy rain		
10001518	22/08/2008	HIGH STREET	Not Working	ENQ - Enquiry Resolved		N three job refs 49916 completed on 5/2/08, 52155 completed on 6/5/08, 52874 completed on 29/6/08
Parish Representative		zebra crossing	Street Lighting	light has intermittent fault		
10001521	22/08/2008	WEST STREET	Not Working	ENQ - Enquiry Resolved		N job51256 completed on 13/06/08 JWDE002
Parish Representative		op number 11	Street Lighting	light flickering - long standing problem		

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10001519	22/08/2008	HIGH STREET	Pavement Flooded	JO - Works Completed		N Alex Haniewicz confirmed works are complete 23/10/08
Parish Representative		high street / town hill bus stop near WM garage	Draining and Flooding	water collects at the end of the trief kerb leaving nowhere for passengers to stand - they can no longer wait on pavement. because the trief kerbs act as a barrier - been reported most recently to ray dines on 22.12.05		
10001522	22/08/2008	HIGH STREET	Obstruction on Footway	ENQ - Enquiry Resolved		N Inspector has walked the area and found that A boards were pulled up against the properties. Area is inspected monthly and whilst inspection is being undertaken if any A boards are out inthe middle of the footway inspector will talk to the owner
Parish Representative		outside corals ,tesco, tile shop and costa coffee	Footway/Off-Rd Cycleway/Verge	"A"boards causing obstruction		
10201052	07/11/2008	LUCKS HILL	Obstructing Highway	ENQ - No Action Required	09/04/2009 / 1	N Rang Carole D'Silva work order will be raised and carried out in due course with area added to contract for future maintenance 09/04/09. Grass, hedges, shrubs now under '3D' contract, removed from Arb sub-que.
Parish Representative		Along Lucks Hill, West Malling, travelling towards Couch Green.	Veg-Veg. Overgrown (not tree)			
10201361	03/12/2008	HIGH STREET	Construction on Verge/Footway	ENQ - Enquiry Resolved		N Letter sent to Parish Council regarding this matter.
Parish Representative		Outside the Tandori Restaurant	Footway/Off-Rd Cycleway/Verge	Discussed at meeting with West Malling Parish Council on 05/11/08 - There are two new benches to go on the built out section of footway. These should have been installed when footway work was being done but PC were not informed when work was to be done so could not order. PC has no storage for the benches. Can Countywide please advise Parish Council.		
10201359	03/12/2008	HIGH STREET	Footway Damage	ENQ - Enquiry Resolved		N I am aware of the failure of the reinstament around this cover. I will have it made good when we return to site. However it was agreed that we would not work in the High Street on the run up to Christmas.
Parish Representative		Footway East side of High Street outside Costa Coffee and the Old Clock Shop.	Footway/Off-Rd Cycleway/Verge	Discussed at meeting with West Malling Parish Council on 05/11/08 - Small bits of new concrete at intersection of kerb and down pipe channels loose.		
10201358	03/12/2008	HIGH STREET	Construction on Verge/Footway	ENQ - Enquiry Resolved		N This area is not within the scheme. A plan of the proposed works will be delivered to Parish Offices.
Parish Representative		o/s Tesco on footway	Footway/Off-Rd Cycleway/Verge	Discussed at meeting with West Malling Parish Council on 05/11/08 - Some blocks broken and some do not match. Odd bits of black amongst block work. Why has this been missed?		
10201373	03/12/2008	NORMAN ROAD	Pothole On The Road	JO - Works Completed	09/12/2008 / 1	N Job 10206608 - Reactive Works Complete
Parish Representative		o/s 98	Potholes	Discussed at meeting with West Malling Parish Council on 05/11/08 - Many potholes - two were dangerous (outside No. 98). Most have previously been marked with paint (O/L) Include Alma Road to Village Hall Section.		
10201371	03/12/2008	POLICE STATION ROAD	Resurfacing Request	ENQ - Enquiry Resolved		N This has high priority within Tonbridge and Malling but due to pressures elsewhere in the county is not on next year's programme. It is in for the following year but if we get additional funding in the mean it will be brought forward.
Parish Representative			Road/Carriageway	Discussed at meeting with West Malling Parish Council on 05/11/08 - Road in bad condition and in need of reconditioning.		

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10201370	03/12/2008	POLICE STATION ROAD	Construction on Verge/Footway	ENQ - Enquiry Resolved		N This has high priority within Tonbridge and Malling but due to pressures elsewhere in the county is not on next year's programme. It is in for the following year but if we get additional funding in the mean it will be brought forward.
Parish Representative			Footway/Off-Rd Cycleway/Verge	Discussed at meeting with West Malling Parish Council on 05/11/08 - Footway at a rake and in need of reconditioning/raising.		
10201369	03/12/2008	SWAN STREET	Other	ENQ - No Action Required		N Sign is always propped against the wall wherever I visit the area. Also there are other 'A' boards in the vicinity which are also on the highway. If action is to be taken we need to have a plan to deal with them all. If problem continues Parish to get in contact again. We will tyhen get Enforcement involved. Peter Lott 08-05-09
Parish Representative		Swan Street. Outside Lobster Pot Pub	Licences and Permits	Discussed at meeting with West Malling Parish Council on 05/11/08 - 'A' board sometimes blocking footway.		
10201368	03/12/2008	SWAN STREET	Road/Traffic Damaged/Missing	ENQ - Enquiry Resolved		N
Parish Representative			Signs & Name Plates	Discussed at meeting with West Malling Parish Council on 05/11/08 - Stop sign leaning at an angle and tatty.		
10201372	03/12/2008	NORMAN ROAD	Subsidence/Collapse	JO - Works Completed	09/12/2008 / 1	N Works Completed.
Parish Representative		Alma Road/ Norman Road	Road/Carriageway	Discussed at meeting with West Malling Parish Council on 05/11/08 - Road sunken at junction and hole in road by water cover which is taking highway water. Gas works here in last year (Morrison).		
10201367	03/12/2008	HIGH STREET	Road/Traffic Damaged/Missing	ENQ - No Action Required		N this is for t&m bc to resolve as this is parking signage issue for which they are responsible
Parish Representative		Way post and parking plate sign opposite entrance to car park.	Signs & Name Plates	Discussed at meeting with West Malling Parish Council on 05/11/08 - Sign leaning at angle. Can parking plate sign and post go at the back of footway?		
10201366	03/12/2008	HIGH STREET	Resurfacing Request	ENQ - Enquiry Resolved		N Letter sent to PC dealing with this matter. Poles will be removed or installed when works re commence in New Year.
Parish Representative		Corner of entrance to car park behind Tesco	Road/Carriageway	Discussed at meeting with West Malling Parish Council on 05/11/08 - Sign with parking plate at front of footway. This was to be put at the back of the footway. This is part of recent work carried out by Countywide Improvement.		
10201379	04/12/2008	OFFHAM ROAD	Sunken Manhole/Drain Cover	JO - Works Completed	05/01/2009 / 1	N Works Completed.
Parish Representative		o/s No 49	Draining and Flooding	Discussed at meeting with Parish Council on 5th Nov 08 - Manhole cover outside No49 two inches below road surface. Raised manhole required.		

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10201378	04/12/2008	NORMAN ROAD	Hgv/Large Vehicle Issues	ENQ - No Action Required	N	Terry advised that this work has now been put on hold due to Network Managements pending work on the New Kentwide Frieght Transport Strategy ( Lloyd Holliday at Head Office) No further action is required on this enquiry
Parish Representative			Traffic and Parking	Transferred from Parish Spreadsheet Ref T/WM/08/007 weight restriction - ? Progress. Previous history - Jan 08: Weight limit has been advertised and Parish Council should have been consulted. Feb 08: Sealed Order is being advertised. Mar 08: Apologies, due to errors the order needs to be re-advertised. Apr 08: No further update. May 08: Report on this matter to go to JTB 9th June 08. June 08: There is no existing traffic order for here which is probably why signs were removed in the first place. Alternative arrangements are to be considered. Aug/Sept 08: No change.		
10203014	05/06/2009	OFFHAM ROAD	General Information or FAQ's	ENQ - No Action Required	N	site visit with parish council who will refer to council meeting
Parish Representative		footpath adjacent to the Scared Crow (Offham Road, WM)	Information Required	Email dated 03 June 2009 from Parish Clerk Carole D'silva - I'm not sure who is responsible for the footpath adjacent to the Scared Crow (Offham Road, WM) but hopefully you will know. I think TMBC is responsible for the green next to the Scared Crow; the footpath in question is between that green and the pub. One of my members has complained that the path is becoming overgrown. Can you advise if this is the responsibility of Highways please. TMBC have advised this is not their responsibility.		
10203192	26/06/2009	ASHTON WAY	Weeds Damage Private Property	ENQ - Enquiry Resolved	N	The central reservation is due to be cut as part of the High Speed Road cutting schedule. The remaining embankments are due to be cut the week beginning 10-08-09 by the leybourne by-pass maintenance contractor.
Parish Representative		central reservations to the Bypass from the Birling Roundabout to M20 junction 4 roundabout	Vegetation (see also Trees)	Discussed at a site meeting on 19 June 09 with Leybourne Parish Council - There is a lot of 'Ragwort' in the central reservations to the Bypass from the Birling Roundabout to M20 junction 4 roundabout locality which needs killing off. This is a hotspot due to horses in nearby location. Can we please investigate. FAO: Sara Hunter.		
10203191	26/06/2009	ASHTON WAY	Overgrown Grass	ENQ - No Action Required	N	Maintenance work will be carried out under the High Speed Road Programme due to commence 02 July ending 08 July. 30/06 sh
Parish Representative		Central reservations to the Bypass from the Birling Roundabout to M20 junction 4 roundabout	Vegetation (see also Trees)	Discussed at a site meeting on 19 June 09 with Leybourne Parish Council - Central reservations to the Bypass from the Birling Roundabout to M20 junction 4 roundabout, again these have never been attended too. Can we please investigate. FAO Sara Hunter.		
10203506	06/08/2009	ASHTON WAY	Obstruct Sign/Light/Tsignal	ENQ - No Action Required	N	this is due to be cut back shortly
Parish Representative		On the A228 Ashton Way by pass on the side of the road approaching the roundabout for West Malling/Mereworth.	Trees	Email dated 02/08/09 received via County Member Mr Richard Long (original email from Mike Setford Mereworth Parish Council) - As discussed at our parish council meeting on Tuesday evening, I am sending you just few examples of the signs around our village that are partially or totally obscured by overhanging vegetation/hedges etc. This info is part of an email of vegetation issues in Mereworth. Can KHS please investigate and propose a possible solution to this on going problem? Photo attached to enquiry.		

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16201030	19/06/2008	ST LEONARDS STREET	z-Overgrown Hedge	ENQ - Enquiry Resolved		N
Parish Representative		On the footway near to St Leonard's Tower, St Leonard's Street, West Malling	z-Vegetation	"I have received a report from a member of the public that there is vegetation overhanging the footway near St Leonard's Tower, St Leonard's Street, West Malling  it appears that the vegetation is not within the area of the Tower itself but on highway land; apparently it is forcing pedestrians to walk in the road which extremely unwise on a road with such fast traffic where is limited visibility." Emailed to Sean Banaghan to inspect at 15:06pm on 26/6/08 - Claire Chewter. Sean Banaghan has programmed the works, job no 10000604 - Claire Chewter.		
16201111	19/06/2008	ST LEONARDS STREET	Manhole/Drain Cover Problem	JO - Works Completed	17/07/2008 / 1	N Works Completed.
Parish Representative		outside Douces Manor, going south outside no. 108 St L. St - going south outside nos 114/116 St L St - going south	Draining and Flooding	"I have asked to report the following: drainage covers in St Leonards Street which need attention:  outside Douces Manor, going south outside no. 108 St L. St - going south outside nos 114/116 St L St - going south " 13/06/08 ANNUAL JOB NUMBER-11800238. Passed to Jeff Beeney to inspect at 15:36pm on 24/10/08 - Claire Chewter.		
16201114	19/06/2008	OFFHAM ROAD	Resurfacing Request	ENQ - Enquiry Resolved		N Will add to list for future resurfacing.
Parish Representative		Whole of Offham Road, West Malling	Road/Carriageway	"My members consider that the whole of Offham Road is in need of re-surfacing" 13/06/08. Passed through to Pavinda as this has been called through by West Malling parish council - Claire Chewter. Reassigned to Robert Seggie		
16201116	19/06/2008	LUCKS HILL	Blocked Drain/Gully	JO - Works Completed		N Job raised 1427396
Parish Representative		More Park RC School, Lucks Hill West Malling	Draining and Flooding	"it is reported to me that there is a six-inch drop outside More Park RC School, Lucks Hill because the gullies need to be emptied." 13/06/08		
16201119	19/06/2008	ALMA ROAD	Resurfacing Request	ENQ - Enquiry Resolved		N Will put on list for future surfacing scheme
Parish Representative		Alma Road from number 18 to Norman Road, West Malling	Road/Carriageway	"my members have reported that the stretch of Alma Road from NO. 18 to Norman Road needs re-surfacing soon (when the building work is finished)" 13/06/08. Passed through to Pavinda as this is an enquiry from West Malling Parish Council - Claire Chewter. Reassigned to Robert Seggie		
16201126	19/06/2008	EPSOM CLOSE	Surface Dressing	ENQ - No Action Required		N Passed to sean banaghan 30/07/08. EMAIL SENT TO RINGWAY CHASING UP ORDER WHICH WAS RAISED IN JUNE TO FILL IN POTHOLES. JOB NO 10000163, APPRAISE MRS D'SILVA, PARISH REP THAT I AM DEALING WITH THIS, SEAN BANAGHAN 2/9/08..
Parish Representative		Outside number 9 epsom Close, West Malling	Road/Carriageway	"outside no. 9 Epsom Close the patching is uneven" 13/06/08. Emailed to Sean Banaghan to inspect at 16:51pm on 8/7/08 - Claire Chewter.		

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16201128	19/06/2008	EPSOM CLOSE	Pothole On The Road	JO - Works Completed	09/07/2008 / 1	N Works Completed.
Parish Representative		Outside number 26 Epsom Close, West Malling	Potholes	"there is a pothole outside no. 26 Epsom close" 13/06/08		
16201129	19/06/2008	SANDOWN ROAD	Pothole On The Road	JO - Works Completed	09/07/2008 / 1	N Works Completed.
Parish Representative		Junction of Sandown Road/Fartherwell Avenue, West malling	Potholes	"there is a pothole at the junction of Sandown Road/Fartherwell Avenue, West Malling" 13/06/08		
16201130	19/06/2008	SANDOWN ROAD	Construction on Verge/Footway	ENQ - Enquiry Resolved		N This matter will be checked and kerbs replaced before job completed
Parish Representative		Outside 88 Sandown Road, West Malling	Footway/Off-Rd Cycleway/Verge	"contractors have tarmaced over the kerb outside no. 88 Sandown Road - gas works in progress. " 13/06/08 reassigned to roadworks as not PRO responsibility		
16201133	19/06/2008	SWAN STREET	Damaged Kerb	JO - Works Completed		N "the kerbstones near the Abbey, Swan Street have been damaged; the bollards are regularly damaged (and reinstated, then damaged, etc....)" 13/06/08.Reassigned to Highways Inspector as not PRO Responsibility
Parish Representative		Near the Abbey, Swan Street	Footway/Off-Rd Cycleway/Verge	"the kerbstones near the Abbey, Swan Street have been damaged; the bollards are regularly damaged (and reinstated, then damaged, etc....)" 13/06/08.Reassigned to Highways Inspector as not PRO Responsibility		
16201134	19/06/2008	WEST STREET	Manhole/Drain Cover Problem	JO - Works Completed	17/07/2008 / 1	N Works Completed.
Parish Representative		West Street (the Colonnade - by the railings) - West Malling	Draining and Flooding	"there is a raised drain cover in West Street (the Colonnade - by the railings)" 13/06/08 ANNUAL JOB NUMBER- 11800238		
16219277	11/09/2008	OFFHAM ROAD	Footway Damage	JO - Works Completed	19/09/2008 / 1	N Works Completed.
Parish Representative		O/S 26 Offham Rd, W/Malling	Footway/Off-Rd Cycleway/Verge	email: "a resident has reported to me that major potholes are appearing in Offham Road, West Malling near no. 26  these are due to a water leak which has been reported to Mid Kent Water repeatedly but no action has been taken; the leak is now causing damage to the highway surface"		
16222680	27/09/2008	NORMAN ROAD	Not Working	JO - Works Completed	30/09/2008 / 1	N Job raised 54247 for column JNAX003
Parish Representative		light opposite hse no 17	Street Lighting			

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16230131	04/11/2008	HIGH STREET	Referred	ENQ - Enquiry Resolved	N	Carol French has spoken to parish council, tables are not located incorrectly and there is sufficient footway left in order for people to pass, provided that passengers of the parked cars are observant of people on the footway. This would be the situation even if the chairs were not in the location.
Parish Representative		o/s costa coffee	Information Required	Members have expressed concern about the proliferation of tables & chairs and advertising boards on the footways. In particular those outside Costa Coffee (67 High Street, West Malling) as these often make it difficult for those in motorised disability vehicles or pushing buggies to negotiate the footway.  Can you please let us know whether or not formal permission has been given for these tables & chairs, as has been the case for other premises in West Malling  thank you  Carole D'Silva Clerk to West Malling Parish Council		
16232892	13/11/2008	EPSOM CLOSE	New Connection Enquiry	JO - Works Completed	N	job completed 20/11
Parish Representative		Epsom Cl, W/Malling -- JEAP003	Street Lighting	I have been asked to report that the streetlighting column outside nos. 17/19 Epsom Close, West Malling is not in lighting.  There is reportedly a new column which has not yet been connected whereas the old lighting column has not yet been removed.  Residents have complained at the lack of lighting at this location so we would appreciate it if action could be taken fairly soon please		
16248678	22/01/2009	EPSOM CLOSE	Damaged In An Accident	JO - Works Completed	30/01/2009 / 1	N Job 11169504 - Reactive Works Complete
Parish Representative		Outside 17/19 Epsom Close, West Malling	Street Lighting	PHOTOS CAN BE FORWARDED ON REQUEST - "please see attached photos showing the remains of the old streetlighting column o/s 17/19 Epsom Close  this was reported to KHS on several occasions, including on 11 November 2008. I understand that affected residents have also reported this to you. They are anxious for it to be removed as they consider it potentially dangerous as well as unsightly." 21/01/09		
16265834	09/03/2009	EPSOM CLOSE	New Connection Enquiry	ENQ - Enquiry Resolved	N	Completed
Parish Representative		Streetlighting column outside 19 Epsom Close	Street Lighting	REDUNDANT HIGHWAY POSTS via email dated 05/03/2009		
16265833	09/03/2009	POLICE STATION ROAD	Road/Traffic Damaged/Missing	JO - Works Completed	06/04/2009 / 1	N Works Completed.
Parish Representative		at Police Station Road/Swan Street junction	Signs & Name Plates	Signage to Magistrates' Court at Police Station Road/Swan Street junction (Magistrates' Court having now been demolished) via email dated 05/03/2009		

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16265832	09/03/2009	TOWN HILL CLOSE	Road/Traffic Damaged/Missing	ENQ - No Action Required		N passed to street lighting to deal
Parish Representative		On roundabout Town Hill/London Road junction	Signs & Name Plates	REDUNDANT HIGHWAY POSTS AND SIGNAGE (WEST MALLING		
16265806	09/03/2009	TOWN HILL	Middle Of Road Damaged	JO - Works Completed		N BOTH K/L/B TOPS WERE REFITED ON13/3/09 IF THE DAMAGE CONTINUES THEN WE MAY HAVE TO INSTALL TMPS AT THIS LOCATION
Parish Representative		TOWN HILL, WEST MALLING - Illuminated Bollards	Bollards	it has been reported to the Parish Council that the illuminated "Keep Left" bollards on Town Hill, West Malling are regularly vandalised - usually at weekends. Sometimes this is of a minor nature (just removal of the outer covering) but these are no longer working because of the sustained damage. My members suggest that an alternative design be considered and would welcome KHS's views on this. (I have spoken to our PCSO to ask him to monitor the situation and I am also asking the Borough Council to consider deploying the mobile CCTV unit at this location) via email dated 05/03/2009		
16266882	12/03/2009	HIGH STREET	Footway Damage-Ped'n Accident	ENQ - No Action Required		N This alleyway is not KHS responsibility. TMBC are looking into this issue 13/03/09 - Pavinder Jutte.
Parish Representative		West Malling - The footpath leading from the High Street to the Short Stay car park	Footway/Off-Rd Cycleway/Verge	SENT VIA TMBC - "I have been asked to report to T&MBC that a member of the public sustained a broken ankle after falling at the High Street end of the footpath that leads from the High Street to the short-stay car park in West Malling. The injured party reports that there is a manhole cover in tarmac near where the blocks start and she says there is a big hole in front of it. I understand that photos have been taken of the surfacing." 10/03/09		
16279911	13/05/2009	SWAN STREET	Damaged Kerb	JO - Works Completed	05/06/2009 / 1	N Works completed.
Parish Representative		o/s st marys abbey	Footway/Off-Rd Cycleway/Verge	email 12/05- I have been asked to report that the kerbstones outside St Mary's Abbey, Swan Street, West Malling have become damaged/missing.		
16279908	13/05/2009	KING STREET	Pothole On The Road	JO - Works Completed	02/06/2009 / 1	N Works completed.
Parish Representative		near to number 2	Potholes	email 12/05- I have been asked to report that there is a large pothole in King Street, West Malling (near no. 2 King Street)  regards  Carole D'Silva Clerk to West Malling Parish Council		

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16281201	19/05/2009	SWAN STREET	Request To Stop Damage	JO - Works Completed	05/06/2009 / 1	N Works completed.
Parish Representative		West Malling - Swan Street (Near Keith Brown Opticians and the Post Office)	Bollards-OthersNotInMiddleC	"the bollards in Swan Street, West Malling, (near Keith Brown opticians and the Post Office), are repeatedly being knocked over.  My members have suggested that a different design of bollard be used eg lower in height, with a bell-shaped base, as used in other areas." 18/05/09		
16282756	27/05/2009	SANDOWN ROAD	Pothole On The Road	JO - Works Completed	04/06/2009 / 1	N Works completed.
Parish Representative		West Malling - Sandown Road at the junction with Fartherwell	Potholes	"I have been asked to report that there is a pothole at the junction of Sandown Road/Fartherwell, West Malling" 26/05/09		
16282755	27/05/2009	NORMAN ROAD	Pothole On The Road	JO - Works Completed	29/06/2009 / 1	N Job progressed
Parish Representative		Outside 98 Norman Road, West Malling	Potholes	"I have been asked to report that there is a pothole outside no. 98 Norman Road, West Malling" 26/05/09		
16302584	01/09/2009	HIGH STREET	Uneven Surface	JO - Works Completed	08/09/2009 / 1	N Job progressed
Parish Representative		West Malling - Outside Tesco, 79-81 High Street	Footpaths/Pavements	"one of the small blue paving blocks in the pavement outside Tesco's, 79-81 High Street, West Malling is loose. a pedestrian tripped and hurt herself quite badly earlier today 26 August 2009; the staff at Tesco's can confirm this (in fact, when I went to establish the precise location, a member of staff came out to tell me of the accident), the paving block is completely loose; it is immediately outside the Tesco letter box. If required I can provide the contact details for the injured party as she is employed in West Malling. I think a repair ought to be carried out as a matter of urgency as this constitutes a trip hazard." Email sent on 26th Aug		