

This email tracker includes a number of queries brought to our attention. Additional queries will be added regularly.
Updates to existing issues are shown in red.

Last Updated: 24.09.24

Topic	Issue	Response	Who is Responsible	First received	Last updated/ reviewed	Status
Landscape maintenance	There is a dead tree outside No. 20 Hawkey Road, and the hedge leading to 18a Scantlebury Way has never been trimmed and is now causing a certain amount of obstruction.	This has been reported to the landscaping team.	Preim / St. Modwen	24.09.24	24.09.24	Ongoing
WELR	Can the road open just for pedestrians before it is open to cars?	Unfortunately not, as the whole area requires the road safety audit to be able to be signed off to open.	St. Modwen / OCC	24.09.24	24.09.24	Resolved
Parking restrictions on Elder Way	Will there be a provision of additional parking spaces or a review of the current parking restrictions on Elder Way.	The current parking restrictions will remain in place, and there are no plans to introduce parking permits or additional allocated spaces. The parking restrictions on Elder Way were put in place following numerous complaints from residents, active travel groups, councillors, and the bus company. Vehicles parked over the cycle lanes were creating unsafe conditions for cyclists and making it difficult for buses and other large vehicles to pass through. These restrictions are necessary to ensure the safety and accessibility of the area.	St Modwen Developments	01.09.24	05.09.24	Resolved
Paddock Close fencing	Can the fencing be taken down where Paddock Close meets the South West parcel?	Unfortunately all parcels must be fenced off for health and safety reasons.	St Modwen	01.09.24	16.09.24	Resolved
Rutherford Road car park	Contractors are blocking the use of the public car park on Rutherford Road	The team in question has been told not to block the entrance or the spaces in the car park.	Vistry	29.08.24	29.08.24	Resolved
Street Lighting	Two streetlights on Goodenough Drive do not work	This has been reported to the team.	SMH Customer Service	29.08.24	16.09.24	Ongoing
Road sweeping in Phase 1a	Will there be road maintenance i.e. sweeping in phase 1a, and is this St Modwen's responsibility	Regular road sweeping is not included in the maintenance unless they are building on the phase i.e machinery causing mess on the roads. St. Modwen would clear the drains if there were an drainage issue for example, but not for general leaves on the ground.	SMH Customer Service	01.08.24	24.09.24	Resolved
Travel vouchers	People have applied for travel vouchers but haven't heard anything from Vectos/SLR	There was a delay in issuing these which has now been resolved, and SLR is now working through the backlog of requests.	SLR	08.08.24	24.09.24	Ongoing
Potholes	There are potholes on the junction of Elder way and Cowslip road. Can someone be sent to fix the road?	The site team will inspect the issue on 27.09.24, as well as other roads for a health and safety review.	St. Modwen Developments	02.07.24	24.09.24	Ongoing
Woodland Walk	When will the woodland walk next to the entrance route/welrs open?	This is due to open in October, there are some snagging works taking place to make the play equipment safe.	St. Modwen Developments	02.07.24	24.09.24	Ongoing
Fencing	Will the temporary fencing between Seymore Crescent and the playground and woodland (Park East) be replaced, as there is now no barrier and children and dogs can run into the road.	The fencing was temporary for protection during construction, however planning permission did not include plans for fencing in this location. The woodland and greenery provides a natural barrier. Permanent fencing could be put in in future by Preim, funded by the service charge, if residents requested this.	St. Modwen Developments	21.06.24	23.09.24	Resolved
WELR	When will the full length of the WELR open?	St. Modwen and Oxfordshire County Council are working together to finalise the last works on the road before a December opening. The delay is due to a combination of factors – some final snagging works are needed along the road, the road safety audits need to take place and then Oxfordshire County Council will need to complete the paperwork to issue completion certificates.	Oxfordshire County Council	21.06.24	24.09.24	Ongoing
Temporary concrete on the pavement	Can you advise when the pavements will be made good again around the water meter on Rae Crescent and Hawkey Road	This was scheduled to take place in August/September.	SMH Customer Service	24.05.24	20.09.24	Ongoing
Phase 1a/1b pathway	The bollards are repeatedly being knocked over by vandals, leaving wiring exposed.	The electricity was turned off so there is no risk. The insurance team has visited the site to inspect the issue to agree to fund a replacement. As we are aware they are a target for vandalism, St. Modwen will fund the difference in cost to replace with a more robust system.	St. Modwen Developments	09.05.24	24.09.24	Ongoing
Verge maintenance	When will the areas on the Phase 1a skinny verges that were dug up after works on the BT boxes be made good? In general, when will these verges be mown?	This was scheduled to take place in August/September.	St. Modwen Homes Customer Service	01.07.24	20.09.24	Ongoing
Drainage on Hawkey Road	Surface water doesn't drain from the road properly, are there any plans to fix this?	There is currently not a gully where there should be on the road. This cannot be fixed until all roads are completed on the phase.	St. Modwen Homes customer Service	26.04.24	16.09.24	Ongoing
Drain cover	Loose drain cover near 1 Armitage Drive	This has been reported to the team. This has been escalated to get this resolved ASAP.	St Modwen Homes customer service	08.05.24	06.09.24	Ongoing
Street Lighting	The street lighting on Appleton's has never worked. When is this getting fixed?	An engineer from SSE, the network provider, carried out some tests and can see there is an issue with service to the columns that needs to be resolved	SSE (network provider)	30.01.24	24.09.24	Ongoing
Open Space ownership	Wantage Town Council has expressed interest in taking on some land at Kingsgrove.	Initial discussions with WTC have taken place which were positive. The team is now exploring options which may take a few months and will share an update at the appropriate time. The decision currently sits with WTC who are discussing it regularly at Council meetings.	St. Modwen Developments / Wantage Town Council	Dec-23	20.09.24	Ongoing
Road Sign	The road sign for Armitage Drive was damaged some months ago.	This sign will be fixed as part of the Section 38 works taking place across the next six months. This has been escalated as a priority.	SMH Customer Service	Dec-23	20.09.24	Ongoing
Drainage	Some residents in Phase 1B have experienced drainage problems in the street and in their homes.	Some residents have had NATTA inspect and unblock their drains. A drainage run CCTV took place in May, a report was received in August and the team is requesting clarification on some points in the report before actioning can take place.	SMH Customer Service	Dec-23	16.09.24	Ongoing
Clarification on responsibilities	It is not clear which areas are housebuilder, St. Modwen or Preim's responsibility	There is now a responsibilities map on the website on the vision page.	Cratus			
Parking	Cars are parking on 'No Parking' roads and over cycle lanes	The parking enforcement team at Kingsgrove should be ticketing cars parked over cycle lanes and on roads with No Parking signage and can target specific problematic areas or times and days if made aware. Please contact us at community@kingsgrovewantage.co.uk if you have any queries regarding this.	St. Modwen/Cratus			