

BERA E-NEWSLETTER 22nd January 2019 – www.bera.co.uk
(printable version of Newsletter is available soon on website if needed)

NEW: If any of you have taken photos locally that you would like displayed on the BERA website, please send them by email to: photos@bera.co.uk.

Reminders:

Which subscription logon details: Username: burgesestate Password: BERAResidents

BERA renewals are now due for January to December 2019 if you wish to remain a member. The cost this year is again £10 per year, per household, and we hope you feel this is value for money. Renewals can be completed online by bank transfer (see the form giving you our bank details on the homepage at www.bera.co.uk) or by printing off a membership form (also on the homepage) and returning it with your payment to Ron Woodley, 91 Tyrone Road or Mike Stafford, 85 Maplin Way. We would be very grateful if you could return your renewals before the end of February.

Below are some of the benefits of BERA membership:

Monthly coffee morning on the 3rd Thursday of every month – free to members

Free membership of Which (see passwords at top of this newsletter)

Weekly newsletters with local news

Free signal blocking pouches for car keys, and free personal and panic alarms

Free basic advice on property covenants and planning issues

We arrange and pay for the planting of trees and bushes outside your property

We pay for the Christmas lights in The Broadway

BERA AGM - We are holding the BERA AGM on **Thursday 21st March 2019** at St Augustine's Church from 8-10pm. The head of Air Traffic Control at Southend Airport will be speaking at this event. Our second speaker will be discussing the new Care SOS Line, offering residents a direct link for emergencies.

The next BERA sponsored coffee morning will be on **Thursday 21st February 2019** at The Methodist Church on the corner of Johnstone Road and The Broadway from 10am to midday (unless we advise you otherwise it is always on the 3rd Thursday of the month). Please come along for tea/coffee and biscuits. We will be bringing along panic and personal alarms and car key signal blocking pouches which are available for BERA members.

1. Southend Pier

In order to get ahead for the upcoming season with their capital programme the council will be optimising the opportunity of the quietest visitor period by planning some weekday closures to progress the programme whilst minimising loss of income and visitor impact. Along with this, the down time will be used to prepare front line staff with a new customer service programme.

Some deep cleaning and maintenance duties can also be undertaken during these times. All of this will be setting 2019 for an improved offer on Southend Pier.

Major works have been continuing through the winter as part of the capital programme and as much as possible have been utilising the usual Monday and Tuesday closures. However these works can be very disruptive to normal operation of the Pier and some stages of the projects are being elongated whilst trying to work around the public. In order to conclude the works efficiently and safely and to meet the capital programme profile of work, the best joined up approach with contractors and staff is to close the Pier to visitors for two Monday to Friday periods enabling all projects to progress.

The project leads and contractors have all agreed on dates from the 28th of January until the 1st of February for the first closure, then from the 4th until the 8th of February for the second. All dates are inclusive and this allows weekend visitors to still access the pier.

During these closures all of the contractors will carry out the most disruptive parts of the various projects that are currently underway to expedite the works prior to the summer season.

Closures will be advertised.

2. Veolia Customer Satisfaction Survey

Between the 10 September 2018 and 10 October 2018 Veolia, our recycling, waste and cleansing contractor, undertook a Customer Satisfaction Survey.

During the survey around 35,000 properties received a paper survey form and an on-line version was available for residents to complete if they preferred.

The survey asked a number of questions about how satisfied residents were with the services Veolia provides, including collection services, street and beach cleaning and the household waste recycling centres. Residents were also asked to indicate how satisfied they were with information provided by Veolia, about the services they provide to residents on behalf of Southend-on-Sea Borough Council and, if they had cause to contact Veolia directly, how satisfied they were with the experience. The intention being to use the results of the survey to explore how Veolia could improve residents experience of the services provided.

A total of 5,248 residents responded to the survey, of these 4,631 were paper responses and 617 responses were through the on-line survey option.

The responses have now been analysed and overall the results indicated fairly high levels of satisfaction, key results are:

- Recycling and waste collection service – 86% of respondents were satisfied
- Street and beach cleaning service – 68% and 67% (respectively) of respondents were satisfied

- Household Waste Recycling Centres (HWRCs) – 88% of respondents using the sites were satisfied
- Contact with Veolia – 71% of respondents that had had direct contact with Veolia were satisfied
- Information received from Veolia about services – 75% of respondents were satisfied

3. Veolia Southend-on-Sea – Customer Liaison Group meeting

Customer Liaison Group (CLG) at Balmoral Community Centre, Salisbury Avenue, Westcliff, SS0 7AU on Monday 25th February 2019. Meeting starts at 6.30pm. Refreshments are available from 6.00pm.

A forum where local residents and community groups can share feedback and ideas with Veolia about the waste, recycling and cleansing services we provide.

Join us for a chance to be part of the continual improvement of the services Veolia operates in Southend-on-Sea.

For more information and to see details of previous meetings visit:

www.veolia.co.uk/southend/community or uk.southend-recycling@veolia.com.

The group meets every 2 - 3 months in locations around the borough

For more information on recycling in Southend-on-Sea please go to:

http://www.southend.gov.uk/info/200327/rubbish_and_recycling

4. Messages from concerned BERA members

a. A few days ago an elderly neighbour had guys purporting to be from a tree felling firm knock on his door wanting payment for work they said they had done. He said he didn't know what they were talking about, and in any case he didn't have any money. They then said they would drive him to the Bank to get the money and he went with them. At the Bank he told the cashier what was going on, and the Police were called. The vehicle registration number of the vehicle was given to the Police. Please do not engage with cold callers or anyone demanding payment for work that has not been carried out.

b. I have heard that a man purporting to be a policeman knocked on a resident's door and asked whether they kept loose change in the house. The resident said they would ask their son. When the son returned to the door, the "policeman" had gone.

c. We have been informed that there are drug dealers coming in to Southend-on-Sea, forcing young people to act as their mules to sell drugs. Please be aware if your children or grandchildren show any change in their behavioural patterns, and if necessary check their school bags/handbags to ensure they aren't being pressured into something illegal. This is a national as well as local issue and it is called county lines, where drug dealers cross county borders from London and other areas to sell and distribute drugs. We will be following up with

the contact details of who to call if you have concerns or worries, but in the meantime channel you information to our Chairman, Ron Woodley, who will make sure it gets to the correct place.

5. Building in back gardens

It has been highlighted to us that various properties on the Burges Estate are putting in planning applications to build additional properties in their back gardens. We would like to remind everyone that absolute covenants that apply on homes on the Burges Estate only allow for one dwelling house per plot. BERA will advise neighbours of the covenants and the need for them to be upheld, and if necessary will be supporting legal action to prevent the building of any additional dwellings. Please contact us if you have any concerns about properties near you.

6. 193/195 Thorpe Hall Avenue – Churchill Retirement Living

Chairman's comments:

I have read through the council officer's report on this development and I can say they have covered all the objections that have been raised by BERA previously, with the exception of not testing the argument of whether there was sufficient demand to justify the development. However, there are two areas of potential objection the Council have raised which BERA did not, first that the site may be contaminated. No reason is given for this but assurances are required in the form of surveys to establish whether that is the case. The second point that will have to be resolved is the community payment for affordable housing. Churchill maintains that the development will result in a financial loss (so why are they building them). The council have been given advice that it will make a profit and a contribution of £600,000 is required.

So the principal objections we made that the Council are supporting us on are:

1. Out of character with area, forward siting inappropriate, poor design, bland, over dominant.
2. Amenity space fronting the development is neither private, or acceptable, as amenity space.
3. Inadequate car parking leading to highway safety issues.
4. Unacceptable levels of protection in the event of flooding.

Just to keep you all informed, if you wish to also email the planning inspectorate with your own comments, please do so by 11th February 2019 to www.gov.uk/planning-inspectorate or by emailing East1@pins.gsi.gov.uk quoting the appeal number APP/D1590/W/18/3198008.

7. Southend NHW Crime Data (14th - 20th January 2019)

| Ward | Reference | Offence Type | Reported Date | Committed From | Street | Town | MO |
|-------------|------------|---------------------------------------------|------------------|------------------|-----------------------|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Southchurch | 42/7847/19 | Attempted Burglary - Business And Community | 15/01/2019 12:48 | 08/11/2017 00:00 | Southchurch Boulevard | Southend-on-Sea | SUSPECT UNKNOWN HAS ATTEMPTED TO GAIN ENTRY INTO A BIN STORAGE AREA BY MEANS OF DAMAGING SLATES ON A DOOR. |
| Southchurch | 42/8378/19 | Theft of a motor vehicle | 16/01/2019 11:36 | 03/11/2016 00:00 | Newington Avenue | Southend-on-Sea | SUSPECTS UNKNOWN ARE ALLEGED TO HAVE STOLEN THE VICTIMS RED FORD FIESTA INDEX EN57YUF BY MEANS UNKNOWN. |
| Southchurch | 42/9261/19 | Robbery (Personal) (Indictable) | 17/01/2019 15:44 | 17/01/2019 00:00 | Daines Way | Southend-on-Sea | VICTIM WAS WALKING HOME FROM SCHOOL ABOUT 1530 - 1540 HOURS ALONG DAINES WAY, THORPE BAY WHEN HE WAS APPROACHED BY A MALE. SUSPECT ASKED FOR VICTIMS PHONE BUT VICTIM DID NOT GIVE SUSPECT HIS MOBILE PHONE. SUSPECT LEFT. |
| Southchurch | 42/9346/19 | Other criminal damage to a | 17/01/2019 18:19 | 17/01/2019 18:15 | Archer Close | Southend-on-Sea | SUSPECT NAMED HAS CAUSED |

dwelling (Under
£5,000)

DAMAGE TO
VICTIMS FRONT
DOOR AND FRONT
DOUBLE GLAZED
WINDOW BY
USING A DOG LEAD
CHAIN TO CHIP
THE DOOR AND
SMASH THE OUTER
PANE OF THE
FRONT WINDOW.

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|-------------|------------|-------------------------------------------------------------|------------------|------------------|------------------------------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Southchurch | 42/9416/19 | Other criminal damage to a dwelling (Under £5,000) | 18/01/2019 03:55 | 18/01/2019 00:00 | Southchurch Rectory Chase | Southend-on-Sea | SUSPECT UNIDENTIFIED HAS THROWN A BRICK THROUGH THE WINDOW OF VICTIMS PROPERTY CAUSING DAMAGE TO THE WINDOW. |
| Southchurch | 42/9956/19 | Burglary - Residential - Dwelling | 19/01/2019 05:05 | 17/01/2019 14:00 | Hamstel Road | Southend-on-Sea | SUSPECTS UNKNOWN HAVE SMASHED REAR PATIO GLASS DOOR TO GAIN ENTRY AND EXIT TO THE HOUSE. SEARCH MADE OF ALL ROOMS. |

| Ward | Reference | Offence Type | Reported Date | Committed From | Street | Town | MO |
|--------|------------|-----------------------------|------------------|------------------|-----------------------|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Thorpe | 42/7080/19 | Theft of a motor vehicle | 14/01/2019 08:01 | 13/01/2019 23:00 | Shaftesbury Avenue | Southend-on-Sea | VICTIM REPORTS HIS SECURE VEHICLE BLUE FORD TRANSIT VAN, INDEX BF08LKP HAS BEEN REMOVED BY SUSPECT UNKNOWN FROM OUTSIDE ADDRESS. |

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|--------|------------|---------------------------------------------|------------------|------------------|--------------------|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Thorpe | 42/7700/19 | Burglary - Residential - Dwelling | 15/01/2019 09:29 | 11/01/2019 00:00 | Wyatts Drive | Southend-on-Sea | SUSPECT UNKNOWN HAS BEEN REPORTED TO HAVE BROKEN INTO THE EVENT LOCATION BETWEEN THE ABOVE DATES. VICTIM REPORTS THAT SUSPECT BROKE THE BACK WINDOW AND A MESSY SEARCH CONDUCTED WITH ITEMS STOLEN FROM WITHIN. |
| Thorpe | 42/7822/19 | Attempted Burglary - Residential - Dwelling | 15/01/2019 14:04 | 15/01/2019 02:30 | The Broadway | Southend-on-Sea | THREE SUSPECTS HAVE ATTEMPTED TO GAIN ENTRY TO THE VICTIMS DWELLING BY TRYING THE DOOR HANDLE AFTER GAINING ENTRY TO THE VICTIMS GARDEN VIA NEXT DOOR, BY CLIMBING OVER FENCE. |
| Thorpe | 42/7751/19 | Theft from a motor vehicle | 15/01/2019 09:04 | 14/01/2019 20:00 | Shaftesbury Avenue | Southend-on-Sea | SUSPECT UNKNOWN HAS GAINED ENTRY TO VAUXHALL CORSA SILVER BY SMASHING A NEAR SIDE FRONT WINDOW AND REMOVING ITEMS FROM WITHIN BY UNKNOWN MEANS. |
| Thorpe | 42/7620/19 | Burglary - Residential - | 15/01/2019 03:32 | 15/01/2019 03:20 | Burges Road | Southend-on-Sea | SUSPECTS UNKNOWN HAVE |

Dwelling

GAINED ENTRY INTO VICTIMS PROPERTY BY MEANS UNKNOWN CAUSING DAMAGE TO THE FRONT DOOR FRAME. SUSPECTS LEFT THE SCENE BEFORE VICTIM SAW THEM.

Thorpe

42/8929/19

Theft from a motor vehicle

17/01/2019 11:04

16/01/2019 23:00

Northumberland Crescent

Southend-on-Sea

SUSPECT UNKNOWN HAS UNSCREWED AND REMOVED THE FRONT AND REAR NUMBER PLATES OF HER VEHICLE, A BLACK FORD FOCUS ZETEC.

Thorpe

42/9080/19

Burglary - Residential - Dwelling

16/01/2019 19:58

16/01/2019 19:50

Kensington Road

Southend-on-Sea

SUSPECT UNKNOWN HAS GAINED ENTRY TO GARDEN BY JUMPING OVER THE GARDEN FENCE. ENTRY THEN GAINED TO LOCATION BY SMASHING THE GLASS IN REAR DOOR MESSY SEARCH CONDUCTED UPSTAIRS IN LOCATION. NOTHING REMOVED FROM WITHIN.

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|--------|------------|---------------------------------------|------------------|------------------|--------------|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Thorpe | 42/9336/19 | Robbery (Personal) (Indictable) | 17/01/2019 22:36 | 17/01/2019 15:40 | Acacia Drive | Thorpe Bay | SUSPECTS APPROACHED THE VICTIM AND HIS FRIEND AND ASKED THE VICTIM FOR THE TIME. HE THEN ASKED FOR HIS PHONE AND AS HE HANDED IT OVER VICTIM WAS REQUESTED TO REMOVE SIM CARD AND DO FACTORY RESET ON THE DEVICE. THE OTHER SUSPECT TOOK THE VICTIMS FRIEND OVER THE ROAD AND SUBSEQUENTLY ROBBED HIM OF HIS COAT. |
|--------|------------|---------------------------------------|------------------|------------------|--------------|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| Ward | Reference | Offence Type | Reported Date | Committed From | Street | Town | MO |
|---------------|------------|-----------------------------------------|------------------|------------------|---------------|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| West Shoebury | 42/8314/19 | Burglary - Residential - Dwelling | 16/01/2019 10:35 | 18/12/2018 00:00 | Delaware Road | Southend-on-Sea | SUSPECTS UNKNOWN HAVE GAINED ENTRY TO THE VICTIMS PROPERTY VIA THE FRONT DOOR USING A KEY. UNKNOWN HOW THE SUSPECT HAS A KEY TO THE PROPERTY. SUSPECTS OPENED THE DOOR THEN LEFT, LEAVING THE DOOR OPEN. |

8. Fake council tax refund emails warning

A new council tax scam is targeting people by email claiming they are owed a refund, in an attempt to get them to hand over their bank details. The emails asks recipients to follow a link and fill in their details, but takes them to a website run by the scammers who can then use the personal information to steal money. The emails are signed from a fake name - Andrew Walsh, Head of Communication Services - but the signature image shows that the email is from "Alison Walsh". Councils across the country are warning residents not to be fooled by the phishing scams.