

From: Menheniot Parish Clerk [mailto:clerk@menheniotparishcouncil.co.uk]

Sent: 15 September 2020 09:07

Cc: Jeremy Tucker <jeremy-tucker@btconnect.com>; Cllr Eve Easterbrook <cllr.easterbrook@outlook.com>

Subject: RE: Minehill Estate open spaces.

Good Morning [REDACTED]

Thank you for your email. The Chair is following up your comments with the contractor and we hope to meet your expectations as soon as is practicable.

If you feel sufficiently moved to make a formal complaint, then please complete and return the form I'm including a link to, and I can take it forward.

http://www.menheniotparish.org.uk/mp_live/wp-content/uploads/2015/07/MPC-Compalints-Policy-20171.pdf

Oll an gwella - all the best

Bydh salow

Download our Handy Contacts Newsletter [here](#)

John Hesketh

Menheniot Parish Clerk & RFO
Lambest Cottage
Cornwall PL14 3RE

[REDACTED]
Sent: 14 September 2020 16:13

To: clerk@menheniotparishcouncil.co.uk

Subject: Minehill Estate open spaces.

Hi John

Once again I write to you about the disgusting state of the grass verges on the Mine Hill estate, (Cowling Gardens, Trelawny Road, Matthews Way). Saving money has clearly resulted in a very poor service from your chosen contractors, the grass is now over 12in long full of weeds and extremely unsightly.

The proportion we pay to you of our Council Tax is quite high for a Cornish Parish and I expect value for money, not pure neglect.

I suggest a site visit with your Chairman is in order, all of the banks and verges are in URGENT need of attention.

I expect you will tell me that this is Cormac responsibility, well I disagree, up until this year the parish council maintained all of the open spaces on the estate, this needs to be reinstated.

Regards

[REDACTED]
Sent from my iPad

[REDACTED]
Sent: 21 July 2020 10:08

To: Menheniot Parish Clerk <clerk@menheniotparishcouncil.co.uk>

Subject: Re: Grass cutting

Thank you John, as Parish Clerk could I ask you to report the residents of Trelawny Road concerns to Cormac.

Regards
[REDACTED]

Sent from my iPhone

On 21 Jul 2020, at 09:42, Menheniot Parish Clerk <clerk@menheniotparishcouncil.co.uk> wrote:

Good Morning [REDACTED]

Thank you for your email.

You are correct in saying that the parish council have awarded a contract to a firm to carry out ground maintenance. This has long been the council's policy, and to my knowledge, it has never employed anyone directly to carry out this function.

I'm sorry that you do not find the work being carried to an acceptable standard on the verges at Trelawney Road. However, the cutting of all verges is not a responsibility of the parish council and is carried out by Cornwall Council. They have recently published their new policy on verge cutting – copy attached for your information. If you would like to report your concerns directly to them, they can be reached via this link:

<https://www.cornwall.gov.uk/transport-and-streets/roads-highways-and-pavements/highway-maintenance/verge-maintenance/>

I note your comments about the previous contractor. Councillors are bound to periodically reassess their contractors and suppliers, and the current contractor was appointed after a thorough and transparent tendering process which began last autumn. The parish council must as a condition of its Financial Regulations seek value for money on behalf of all its residents, and although it is not obliged to accept the lowest tender, did so in this case after taking references. The format of the contracts was designed to support small and independent businesses who may have wished to bid for the work, and so support those who may have been located

It is not within the remit of the parish council to discriminate against contractors and suppliers who may be located outside of the parish boundary, and the council would in breach of its duty to act fairly and responsibly were it to do so.

Oll an gwella - all the best

Bydh salow

Download our April Handy Contacts Newsletter [here](#)

John Hesketh
Menheniot Parish Clerk & RFO
Lambest Cottage
Cornwall PL14 3RE

From: [REDACTED]
Sent: 20 July 2020 12:26
To: clerk@menheniotparishcouncil.co.uk
Subject: Grass cutting

From: [REDACTED]
Subject: Grass cutting

Message Body:

Hi, I understand you have awarded the grass cutting and maintenance contract to an outside firm. The standard of work is not up to scratch I'm afraid, the verges at the bottom of Trelawny Road are a disgrace. I believe you are expecting Cormac to do the job, well as a Parish Clerk myself I know you will have a long wait!

I'm upset and disappointed you did not award the contact to Rob Craig who has been doing an excellent job for many years now, sometimes quality of work comes before cost and on this occasion I'm sorry but I think you got it wrong.

The Parish should be supporting local businesses to keep it vibrant.

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This mail was sent via the contact form on the Menheniot Parish web site
<http://www.menheniotparish.org.uk>

<Verge maintenance fact sheet CC.pdf>

-----Original Message-----

From: Menheniot Parish Clerk [mailto:clerk@menheniotparishcouncil.co.uk]

Sent: 21 September 2020 10:19

Cc: Jeremy Tucker <jeremy-tucker@btconnect.com>; Cllr Eve Easterbrook <cllr.easterbrook@outlook.com>

Subject: RE: Grass Verge Cutting

Good Morning [REDACTED],

Thank you for your email, and I'm sorry to read about the damage you say has been caused to your cars.

In order to progress your complaint, would it be possible for you to send me a photograph of the damage so that I can show them to our contractor?

Oll an gwella - all the best

Bydh salow

John Hesketh

-----Original Message-----

From: [REDACTED]

Sent: 19 September 2020 22:40

To: clerk@menheniotparishcouncil.co.uk

Subject: Grass Verge Cutting

To whom it may concern

We live at Home Park Menheniot and have had 2 cars damaged as a result of last weeks grass verge cutting. In addition cleaning the cars after them being plastered in cut grass is by no means an easy task, all our vehicles were covered in the cuttings. No warning was given and it is obvious that hard debris has been catapulted onto the side of the cars causing damage to the paintwork. As we were not the only ones affected by this we felt strongly that something needed to be said.

Frankly speaking it beggars belief that anyone would damage peoples property in this ignorant manner, it was quite plain what was happening to the vehicles. I do not think the actions of this contractor were close to the standard you would require.

Home Park Residents

-----Original Message-----

From: Menheniot Parish Clerk [mailto:clerk@menheniotparishcouncil.co.uk]

Sent: 21 September 2020 10:21

To: Jeremy Tucker <jeremy-tucker@btconnect.com>; Cllr Eve Easterbrook

<cllr.easterbrook@outlook.com>

Subject: FW: Hedge cutting

This resident lives at [REDACTED]

-----Original Message-----

From: [REDACTED]

Sent: 19 September 2020 18:04

To: clerk@menheniotparishcouncil.co.uk

Subject: Hedge cutting

Sent from my iPadHello Jeremy.

Hope you and Debbie are keeping well.

I'd like to make a comment (won't call it a complaint) on your new hedge cutting people. Basically it's not great. The pavement is covered in grass which has been pushed into the edge but will get blown around. Today I have been out and filled a large bag with the brambles, ivy, weeds and dead stuff which is overhanging the path and could be a problem for anyone walking along, especially the brambles and small children! I've only done about a third of it so far. A lady from Cowling Gardens has been doing the same at the other end of the path. I realise this only affects a handful of people, the ones who live opposite and have to look at it. Unfortunately there is only an even smaller handful of people who care enough to go out and do anything about it. The same goes for litter picking which I do. Expect complaints from the people with posh cars which are covered in grass! Just thought I'd let you know. Take care.

[REDACTED]

Sent from my iPad