

Thank you for giving me the opportunity to speak to you today.

I live in Twerton and I want to raise with you an issue I have come across time and again.

As you will be aware, large areas of housing in Twerton are owned by Curo. The issue is that when problems with the surrounding area (eg faulty lights, broken pavements) are reported to B&NES, the response is, first of all, for the Council to spend some time considering the issue. Then, all too often, having thought about it, the Council comes back and says, sorry this not our responsibility. You need to take the issue up with Curo.

So residents report the same problem to Curo. And guess what? Having thought about it, Curo's response is that this is not a matter for us. This is a Council responsibility. Too many issues end up getting lost in the gap between the two organisations.

There is reported to be a map showing what is Curo land and what is Council land but if this map does exist, it isn't readily available to the public.

Ultimately, what ordinary resident has time for all this? People just give up and the issues don't get resolved.

The current process is failing residents yet it needn't be difficult to fix. Where the Council and Curo believe the responsibility for an issue lies under the remit of the other organisation, there needs to be a mechanism for them to pass issues to each other and engage in a dialogue with each other to ensure someone is taking responsibility. The map should be published in a public and readily searchable way. And where things are a Council responsibility even on Curo land, this should be spelt out.

Without action, Twerton residents will continue to feel let down. To take a couple of examples, we have a road that desperately needs resurfacing but where neither the Council nor Curo will agree who owns it. We have a set of steps where the Council will pick up the litter but won't provide a handrail because it says the steps belong to Curo. And we have whole areas of Twerton that don't bother report anything anymore to either the Council or Curo because residents simply get told to go away by both organisations.