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8 September 2023

To: **MEMBERS OF THE CUSTOMER SERVICES KEY AREA GROUP,
BURGESS HILL TOWN COUNCIL**

Chris Cherry (Chairman), Diane Black, Matthew Goldsmith, Tofojjul Hussein,
Simon Hicks, Bob Foster, Adam White

A **MEETING** of the **CUSTOMER SERVICES KEY AREA GROUP** will be held
in the Council Chamber, 96 Church Walk, Burgess Hill, RH15 9AS **on 13
September 2023 at 19:00** hours, when your attendance is required.

Steve Cridland
Chief Executive Officer

****PLEASE NOTE THE START TIME OF THE MEETING****

Filming, recording of Council meetings and use of social media:

During this meeting members of the public may film or record the Committee and officers from the public area only providing it does not disrupt the meeting. The Confidential section of the meeting may not be filmed or recorded.

If a member of the public objects to being recorded, the person(s) filming must stop doing so until that member of the public has finished speaking.

The use of social media is permitted but members of the public are requested to switch their mobile devices to silent for the duration of the meeting.

A G E N D A

1. [OPEN FORUM](#)
2. [APOLOGIES FOR ABSENCE](#)
3. [SUBSTITUTES](#)

4. **DECLARATIONS OF INTEREST**

5. **NOTES OF PREVIOUS MEETING**

To consider the Notes of the Meeting of the Customer Services Key Area Group held on 24 July 2023 (previously distributed).

6. **ALLOTMENT TENANCY AGREEMENT**

The allotment tenancy agreement has been amended. The agreement has been discussed with the stewards of the various allotment sites and they have agreed the version attached as Appendix 1

RECOMMENDED:

That the amended allotment tenancy agreement be adopted.

Risks: None

7. **REQUEST FOR INTERVENTION: MAPLE DRIVE PAVEMENT PARKING**

Appendix 2 refers.

CEO Comment: It is clear that the residents are annoyed by the pavement parking when BHFC has home matches. From previous experience the planting of plastic stakes will not work as motorists ignore them and drive over them. This leaves the area looking unkempt. The birdsmouth fencing is the best solution but expensive. The only other alternative will be to concrete substantial wooden stakes in at 1.5m intervals. Whilst this could be done inhouse, it still carries a cost. The following quote has been received from a contractor which gives an indication in real terms of what this would cost even if done inhouse.

“Hi Sarah we have put up timber bollards for Mid Sussex to prevent parking and illegal site access (many hundreds over the past few years!) and it has worked really well for them. The bollards are pressure treated softwood 125mm x 125mm with pointed tops and concreted into the ground @ 1.5m centres.

Budget cost to supply and install approx 270 no. Bollards as above - ``
£7500.00 + vat”

Sufficient funds are available in the Community Infrastructure fund. A precedent will be created for other people to request similar intervention elsewhere around town.

FOR CONSIDERATION

RISK: The problem will not go away. Fans arriving for a game will seek out parking elsewhere and further complaints and requests can be expected.