

Clerks Report February 2022

A resident made contact and provided photographs of another HGV that had got stuck on Chapel Road, Ivy Todd. It seems that some of these vehicles SATNAV systems send them down this very narrow road. The previous signage stating the road was unsuitable for HGV's was removed. I contacted Councillor Mark Kiddle-Morris as this is an ongoing issue and causes the road to be shut whilst a vehicle is deployed to the scene to pull the HGV out of the ditch. Councillor Kiddle-Morris confirmed the same day that new signs were to be installed as soon as possible at both ends of the road.

A Thank You letter has been received from the Chair of Silver Threads thanking the Parish Council for its donation to purchase the bingo machine- this will enable them to continue playing bingo at their regular sessions.

We can now look to fill the vacancy on the Parish Council via co-option and this has been advertised on the noticeboard, website and in the latest edition of the Link. I plan to add this to the agenda of the next meeting.

My CiLCA training is progressing well. I have now completed and had marked 23 of the 30 modules. All have passed so far and I expect to have the last 7 completed within the next few weeks.

The replacement parts for the BT kiosk have now been ordered and a new light fitting has also been ordered as the original was thrown away as it was damaged. Work will start on this imminently.

I have received further correspondence from our solicitors regarding the First Registration of the land and I can confirm this process is continuing very well. I have been informed it may take some time for Land Registry to update records but the solicitor is undertaking his duties in a timely manner. I will provide further updates when required. I have also been in contact with our solicitor regarding the piece of land to be leased at the Marlpit- she is just awaiting the other party to make arrangements to pay legal fees before she finalises the lease agreement. She has sent a reminder email to the solicitor acting for the other party to remind them.

I have raised an official complaint with Npower with regards to their billing. Customers were told there would be a seamless transition from their E-on platform to the new Npower one- this is not the case. It seems they do not equal their bills for unmetered supplies over 12 months as E-on did but load the winter months and decrease the summer ones. This then causes the winter monthly bills to fall into a higher VAT threshold, the payment of a Climate Levy Charge and they are charging us two service charges as we have two supply numbers- none of which happened with E-on. This does not help with budgeting and increases our costs due to the additional service charge and Climate Levy Charge. Our contract is due to finish with them on 1st May and we cannot leave early. They informed me that they were aware of the differences in the billings for many customers and were looking into it but could not give a timescale for this to be resolved- hence me raising an official complaint. If we take this to Ofgem to investigate we have to have raised a complaint with Npower and allow them to try and resolve in the first instance. I have stated that they are not acting in a clear and transparent way or treating customers fairly. The agent confirmed they were now aware of the issues and they are now sending letters to customers to make them aware of the changes in the bill structures.

Further to this I called Npower again as I had not received this month's bill after a 50-minute wait on hold I was informed that whilst the complaint is being investigated billing is suspended. This was in contradiction to the call I made when registering the complaint as the agent on that call arranged for my bills to be sent electronically to reduce paper and postage and confirmed I would receive the emailed bill within 2 days. We therefore need to wait the outcome of the complaint before we can receive bills and pay for our supply. We have however received a 'red' bill for the amount of the January bill I did not pay. This was because I only paid our usual amount whilst waiting to find out why the bill was higher. To avoid any late payment charges I will pay the difference so we are not in default.

Finally, despite advertising on the noticeboards, website and in the Link magazine no one has come forward as of yet to claim one of the prizes offered in the draw for completed Neighbourhood Plan questionnaires. I will include in the Link again next month and the posters remain on the noticeboards. Hopefully the winners will come forward soon to claim their prize!