

PETITION CONCERNING PRISTINE CAR WASH, 1190 UXBRIDGE ROAD, HAYES

Cabinet Member(s)	Councillor Douglas Mills
Cabinet Portfolio(s)	Community, Commerce and Regeneration
Officer Contact(s)	Ed Shaylor, Residents Services
Papers with report	Appendix attached

1. HEADLINE INFORMATION

Summary	This report seeks to respond to a petition received by the Council to complain about standards at the car wash business at this location. It was received at Democratic Services on 5th June 2014 .
Contribution to our plans and strategies	This report contributes to the Safer Hillingdon Partnership Plan.
Financial Cost	Nil
Relevant Policy Overview Committee	Residents' and Environmental Services Policy Overview Committee
Ward(s) affected	Charville

2. RECOMMENDATION

That the Cabinet Member

- 1) Notes the views of the petitioners.**
- 2) Informs petitioners that Council officers will maintain regular inspections of the premises to ensure that acceptable standards are maintained.**

Reasons for recommendation

To ensure that business premises are managed in a manner which does not cause any unnecessary nuisance for residents.

Alternative options considered / risk management

No alternative options have been considered.

Policy Overview Committee comments

None at this stage

3. INFORMATION

Supporting Information

A petition with 22 signatures has been submitted to the Council with the following request:

'We the undersigned wish to make a complaint about the car washing business located on the Uxbridge Road because of;

- The large amount of rubbish around the business which is placed on the pathway, makes the path difficult to walk on because of the black bags and a slip hazard.*
- The amount of spray and water comes from washing the cars which make our clothes damp.*
- Its general appearance and untidiness makes the area look run down.*
- The staff have been rude and verbally aggressive to a resident who complained to about being soaked.'*

On receipt of the petition, the matter was referred to the Council's Residents Services Directorate and arrangements were made for officers from the Environmental Enforcement Team (EET) to visit the site, observe activity on the site and take any necessary steps to advise the staff and management about the activity on the site. EET officers are authorised to carry out various enforcement functions on behalf of the Council and residents.

The Environment Enforcement Team have spoken with staff and managers at the site and advised of their responsibility to not create litter and rubbish on public footpaths and to keep the site clean and tidy. No further offences have been witnessed since the business has been informed of the petitioners' concerns, but officers will continue to visit the site on a regular basis to ensure that the site is operating in a satisfactory manner.

All businesses such as car washes are obliged to make sure that water does not escape from the perimeter of the business, is not discharged down public drains or be allowed to soak the pavement creating a slipping hazard. Whilst spray is difficult to control and an element of reasonableness has to be allowed, the general principle is that it should be possible for pedestrians to pass without undue inconvenience. This has been explained to the site managers.

With regard to rude behaviour, it is to be expected that this was an isolated incident which should not be repeated. If there were to be further similar incidents, this would be brought to the attention of the site manager who would be expected to investigate and take any necessary disciplinary action against the staff member.

Financial Implications

There are no financial implications at this stage.

4. EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES

What will be the effect of the recommendation?

Regular visits by EET officers should result in improved standards at these business premises.

Consultation Carried Out or Required

Informal discussion has taken place with the on-site manager of Pristine Car Wash, 1190 Uxbridge Road, Hayes. The on-site manager has also been informed about the petition and the Petition Hearing on 25 September 2014.

5. CORPORATE IMPLICATIONS

Corporate Finance

Corporate Finance has reviewed the report and concurs that there are no financial implications associated with the recommendation at this time.

Legal

There are no specific legal implications with recommendations 1) and 2). However, it is recommended that Officers should liaise with other services within the Council i.e. Planning Enforcement and Environmental Protection with regards to the authorised/permitted use of the site.

Relevant Service Groups

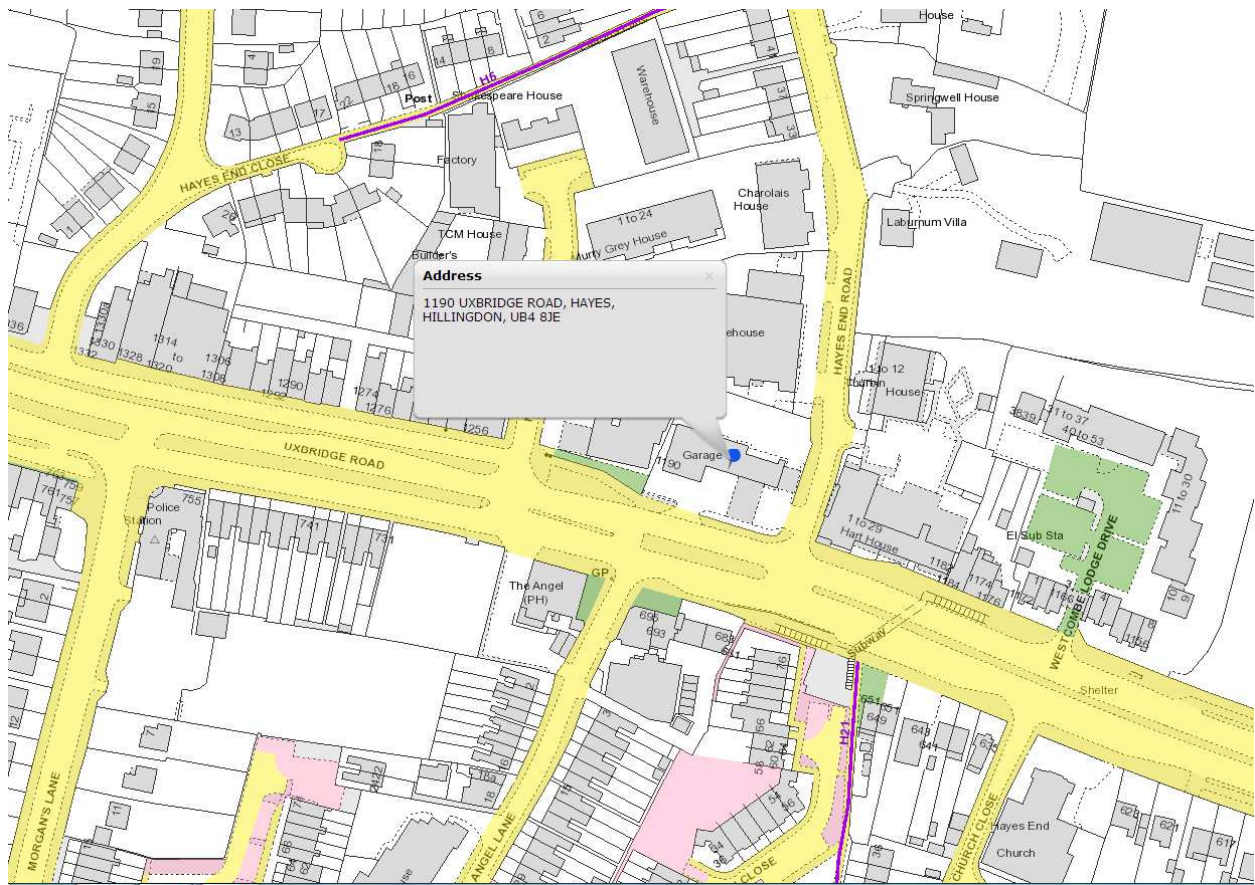
Not applicable

6. BACKGROUND PAPERS

Nil

Appendix

Map and street view to show the location of Keillors Garage



PART 1 - MEMBERS, PUBLIC AND PRESS



Pictures taken 3/9/14

PART 1 - MEMBERS, PUBLIC AND PRESS