

## QUESTIONS TO CABINET MEMBERS

Question Number	Question asked by Councillor:	Subject
<b>CABINET MEMBER FOR SAFER CROYDON &amp; COMMUNITIES</b> Councillor Hamida Ali		
PQ100-18	Yini Su	Rough Sleepers
<b>CABINET MEMBER FOR CLEAN GREEN CROYDON</b> Councillor Stuart Collins		
CQ002-19	Pollard, T	Compensation for missed waste collections

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## **PQ100-18 from Yini Su**

### **Councillor Hamida Ali**

We have quite a few homeless (rough sleepers) break into our trash room or try to follow people into our building to sleep on the floor, etc. What can be done about this? Our housing association isn't taking responsibility. I've called the non-emergency police line and been put on hold for hours to hear that they will patrol every few days but that hasn't worked either.

### **Reply**

The Housing Association (HA) Affinity Sutton would be responsible for ensuring that the residents feel safe and that the block is secured. First of all, they would have to identify how the individuals are entering the block: tailgating, breaking/forcing entry or pressing residents' communal entry door system. The HA can take action depending on how they are entering, e.g. improve the security of the door, block letter to residents informing them to check who they are allowing into the block. In terms of enforcement, if they are aware of the individuals involved then they can issue them trespass letters banning them from the block.

It is dependent on the HA carrying out some sort of investigation. Regarding the Police, there is little they can do in this circumstance as individuals may say they are visiting a friend and they are not committing a crime. It is the responsibility of the HA and if they fail to act we could issue them with a Community Protection Notice Warning and will have to act to avoid prosecution.

If this continues to be an issue for you, please get in touch with the Anti-Social Behaviour Team at [asbteam@croydon.gov.uk](mailto:asbteam@croydon.gov.uk)

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**CQ002-19 from Councillor Tim Pollard****Councillor Stuart Collins**

What is the council's policy on compensating residents whose paid-for green waste collection does not take place as scheduled and where a requested remedial collection does not happen? I have had numerous such cases reported. Given that residents pay extra to receive 26 collections in a defined 12 month period, surely each time a collection is missed through no fault of the resident, their 12 month cover period should extend by at least one collection to compensate?

**Reply**

If the resident has reported the missed collection within the two day reporting window, and Veolia have failed to return and collect, then their subscription will be extended by an additional fortnight in order to ensure they receive the full 26 collections.