

Application N	Consultees Name	Recipient Address	Received	Comment	Response
2025/1460/P	Manuel Chacon	Apartment 201 Milne building, Heritage lane Heritage lane	17/04/2025 07:21:35	PETITNSU PP	<p>I am writing to express my support for the proposal to erect metal security gates and railings towards the eastern end of Heritage Lane. This initiative is crucial to improving overall safety, reducing antisocial behaviour, and addressing issues related to speeding vehicles, particularly given the absence of pavements and the shared use of the road by vehicles and pedestrians, including children.</p> <p>However, I do have some concerns regarding how gate access and management will be facilitated, particularly in relation to the resident app and concierge services. Historically, shared ownership (SO) residents have had restricted interaction with concierge services and limited functionality on the resident app. Although SO residents gained partial access to the app approximately six months ago, after nearly eight years of residency, we still lack several features available to private owners.</p> <p>For example, when management requests residents to schedule essential maintenance activities like fire door inspections or window cleaning, SO residents currently cannot use the app's booking system. This leads to significant confusion, making it difficult to comply efficiently with these essential requirements, as there is no clear communication regarding whom to contact for these arrangements.</p> <p>Given these ongoing limitations, I am concerned about potential issues arising from relying on app functionalities or concierge interactions for gate access. It is important to clarify how access to gate operations will be managed for all residents to ensure that SO residents are not placed at a disadvantage or faced with additional barriers.</p> <p>In conclusion, while I strongly support the gates for safety reasons, I request clarification and assurance that the operational management and app access will be equitable and transparent for all residents, regardless of their ownership type.</p>
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