

## Request

Please consider this a Freedom of Information request in respect of the following site/property, which I believe has until only very recently operated as a commercial motor vehicle repair garage, possibly trading as 'Highfield Repair Centre'; Land at 41 to 43 Tunstall Lane, Pemberton, Wigan, WN5 9HB.

I would like to receive a summary of all records that Wigan Council holds in respect of any complaints received (from members of the public and/or other parties) and/or concerns expressed to the Council about the physical condition and operation of the site as a motor vehicle repair garage, including any corrective or enforcement actions taken by the Council.

Primarily, I would like to know about the Council's involvement concerning reports of adverse environmental and residential amenity impacts. These might include, as examples, but not exclusively, the generation of industrial process noise, dust, smells, light spillage caused by security lights, excessive and unneighbourly hours of operation, dilapidated and unsightly condition of the land and buildings, customer vehicles being repaired on the adopted public highway, obstruction of the public highway or footway, untaxed customer vehicles being stored/parked on the public highway, unauthorised pavement advertising 'A' boards, congestion and/or obstruction caused on the public highway due to the operation of the business, etc.

## Response

06/06/2013 – complaint from resident about site being untidy. An officer attended and on arrival noted the site was being reorganised. There was no obstruction to private or public access nearby and no concern of fire safety or anything warranting a report to the Health and Safety Executive, complainant updated, and case closed.

19/05/2015 – anonymous complaint about excess waste on site and signs of pests. Officer attended on 26<sup>th</sup> May and no waste present and no signs of pests. As was an anon complaint there was no one to update or check back with

14/06/2017 – complaint of obstruction to the rear alley by Highfield Repair Centre. Complainant requested to be anonymous. Details of obstruction forwarded to Highways Enforcement and Greater Manchester Police.

06/10/2017 – complaint from resident about storage of items linked to Highfield Repair Centre. Officer discussed with the complainant and advised if they were concerned about poor working practises or safety issues to contact the Health and Safety Executive.

14/12/2017 – complaint from resident about a vehicle in the alley blocking access for the bins. Officer contacted Highfield Repair Centre and they had already spoken to local resident and apologised. Officer spoke to resident who confirmed they had made an agreement with the repair centre so no further action was required.

12/10/2020 – Greater Manchester Police report three vehicles in rear alley. Two alleged to be linked to Highfield Repair Centre (HRC) and the other one to another private address with no links to HRC. Officer issued abandoned vehicle notices to all three. All vehicles subsequently removed by the owners.

08/10/2021 – complaint of lights from Highfield Repair Centre. Letter and diary sent to complainant; no diary returned so case was closed 28 days later.