

**Milly Southworth**

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**From:** Cllr Kate Ewert <cllr.kate.ewert@cornwall.gov.uk>  
**Sent:** 28 January 2022 11:47  
**To:** Amanda Pennington; Catherine Thomson  
**Cc:** Milly Southworth; Hello from Wildanet; Trevor Fullbrook; Darren Harris; Chris Wallis; Nathan Sussex  
**Subject:** RE: Wildanet Community Engagement event - Torpoint

Hi,

I am very happy for someone to contact me – I think it would be useful to arrange a walkabout in Torpoint as well, so we can show you (or whoever is appropriate) the issues that are arising, does that sound like a possibility?

Many thanks  
Kate

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**From:** Amanda Pennington <amanda.pennington@wildanet.com>  
**Sent:** 28 January 2022 11:45  
**To:** Cllr Kate Ewert <cllr.kate.ewert@cornwall.gov.uk>; Catherine Thomson <Catherine.Thomson@cornwall.gov.uk>  
**Cc:** Milly Southworth <admin@torpointtowncouncil.gov.uk>; Hello from Wildanet <hello@wildanet.com>; Trevor Fullbrook <trevor.fullbrook@wildanet.com>; Darren Harris <darren.harris@wildanet.com>; Chris Wallis <chris.wallis@wildanet.com>; Nathan Sussex <nathan.sussex@wildanet.com>  
**Subject:** RE: Wildanet Community Engagement event - Torpoint

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Hi Kate,

Please accept my apologies for the ongoing issues with construction works in Torpoint.

I am copying in our Customer Services team, and member of our Civils team to make them aware of this. Are you happy for someone from Customer Services to contact you about this?

In future could you ask anyone affected by the construction works to call us on 0800 069 9906 or email [hello@wildanet.com](mailto:hello@wildanet.com) as we have processes in place for registering and investigating complaints.

I am no longer working in the construction team, but I'm more than happy to come over to Torpoint for a chat if you would like me to.

Kind regards,  
**Amanda Pennington**

Community Liaison and Corporate Social Values Representative | Wildanet  
Direct Dial: 07900805067

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**From:** Cllr Kate Ewert <[cllr.kate.ewert@cornwall.gov.uk](mailto:cllr.kate.ewert@cornwall.gov.uk)>

**Sent:** 28 January 2022 11:30

**To:** Amanda Pennington <[amanda.pennington@wildanet.com](mailto:amanda.pennington@wildanet.com)>; Catherine Thomson <[Catherine.Thomson@cornwall.gov.uk](mailto:Catherine.Thomson@cornwall.gov.uk)>

**Cc:** Milly Southworth <[admin@torpointtowncouncil.gov.uk](mailto:admin@torpointtowncouncil.gov.uk)>

**Subject:** RE: Wildanet Community Engagement event - Torpoint

Hi Amanda,

I hope you are well?

While this isn't strictly within my patch, I have been contacted by a resident with complaints about the ongoing works on Peacock Avenue. I have also had many complaints about the work continuing on Sycamore Drive – both Torpoint.

The Peacock Avenue complaint – the works are being completed on both pavements of either side of the road, there is no clear and safe walkway set up for pedestrians forcing children on their way to school to have to walk in the road, which is very busy at pick up and drop off time as you'll understand. This morning, my residents son was walking in the assigned area and caught his leg on a bit of equipment that was left in the walkway – cutting his trousers and leg.

There seems to be a continuing thread of complete lack of consideration for residents while this work is being completed – safety of pedestrians and other road users at the top, then the general behaviours of the groundwork team you have there, swearing/shouting and aggressive behaviour is the norm. Often times the road is completely closed off by diggers, this on Peacock and Sycamore. You'll appreciate how frustrating this is for residents but also a concern for the passage of emergency vehicles.

Can you let me know how you plan to improve this situation? What can be done to reach out to the community to apologise and how can your team there work in a more considerate way?

I look forward to hearing from you,

Best wishes

Kate

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