

Letters 15.06.2007

Tunbridge Wells Borough Council Environmental Services

All bureaucracy and no straight action

Tunbridge Wells Borough Council seems incapable of providing even the most basic of services.

One of the most unpleasant aspects of high summer in a town is loud electronic noise. To have Bruce Springsteen's "*Born to Run*" played at full volume at 8pm on a Sunday night and then again at 2am on a Monday morning as high points in an evening of revelry would be regarded as a serious social order issue in any half-decent London Borough but not with our motley crew.

If you call the one point of succour offered, the emergency number at 01892 515392, you get a very polite lady who says she will take a message and pass it on to the appropriate authorities. Well, a lot of good that is – with a son doing CGSEs next morning and me having to do a job of work.

The conduct is clearly anti-social. But it seems that the rate I pay, and for which I seem to get nothing in return, require a bureaucratic procedure of keeping a diary of incidents if I am to get justice.

In other words the victim has to take full responsibility for gathering the evidence to prove his own pain. The authorities are not part of the solution, they are part of the problem.

You would think, the authorities will take over to protect the citizen. Think again. I cannot act, in case it causes an incident, but they will not act or will only act in the context of procedures that complicate and bureaucratise a simple issue of anti-social behaviour.

I know this is a High Tory area and you all vote in the same old crew to keep your rates low but don't you think we all ought to get something we want for our money. Our needs are simple: a decent environment, residential parking and the litter collected regularly.

The borough may be one of the best places to live in Britain but the town is becoming an anti-social dump. And the people responsible for letting that happen are in the Town Hall.

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