



Hotwells and Cliftonwood – Frequently Asked Questions

Below is a Frequently Asked Questions (FAQ) Digest of useful information, compiled by one of our Committee members.

It is based on comments about problems/ difficulties noted in our recent Community Survey.

All links were current at the time of 'going to press'.

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Q: The traffic on Hotwell Road is really fast. How can we get a speed camera?

A: Bristol City Council is responsible for setting the speed limits on our local roads. If you have any concerns about the speed of traffic, please contact BCC via their “*Tell us about a road safety concern*” page on the BCC website.

<https://www.bristol.gov.uk/streets-travel/tell-us-about-a-road-safety-concern>

You can also check if someone else has already reported the same issue.

BCC is not responsible for enforcing the speed limit this is the responsibility of the Avon and Somerset Police.

Use one of both of these links to find out who is in your Neighbourhood Policing Team and how to contact them.

<https://www.avonandsomerset.police.uk/your-area/harbourside-and-hotwells/>

<https://www.avonandsomerset.police.uk/your-area/clifton/>

Q: Help! Where’s the nearest public toilet?

A: Bristol City Council has a helpful map of toilet locations.

<https://www.bristol.gov.uk/streets-travel/public-toilet-map>

This map includes premises which are part of the Community Toilet Scheme and includes details of facilities including opening hours and accessibility.

Q: Hotwells doesn’t have a GP surgery. How do we get one?

A: This issue and the related issues of the lack of an NHS dentist and a pharmacy is acknowledged by HCCA but falls outside of the scope of our activities. However, we note that the local Clinical Commissioning Group states the following:

“We are committed to ensuring that services in the local area meet and exceed the expectations of our population. Your feedback is therefore very important, and we strongly encourage you to share your experience with us so we can use it to help maintain, improve or if necessary, change the services we commission.”

If you are concerned about the lack of clinical services in our area you can contact the relevant authority through <https://bnssgccg.nhs.uk/contact-us/customer-services/>

or email bnssg.customerservice@nhs.net

Q: How do I report issues with my street?

A: If there are issues with your street, such as, graffiti, fly tipping, potholes and many more, then they can be reported to Bristol City Council via their “Report a street issue” page on the BCC website. Select the link that best describes your street issue, and you will be told what to do next.

<https://www.bristol.gov.uk/report-a-street-issue>

Alternatively, you can also report issues using the Fix my street website.

<https://fixmystreet.bristol.gov.uk/>

Q: What sort of street issues can I report to the Council?

A: Here is a list: fly-tipping; street that needs cleaning; graffiti; flyposting; pothole, damaged road or footpath; drain over flowing or damaged; abandoned or nuisance vehicles; problem with street light; report a problem with a traffic light; trees, hedges, leaves or grass; bus stops and shelter problems; damaged traffic bollard; dog mess; report a dead animal that needs moving; report a problem with a road sign; tell us about people living in vehicles on the road. We hope that helps.

Q: I live in Cliftonwood, and the Mardyke / Church Lane steps have been closed for ages. Where can I find out more information?

A: We have put updates on the Steps in our monthly e-newsletter. You can find the latest issue on our website.

<https://www.hotwellscliftonwood.org.uk/>

Better still sign up to receive our e-newsletter every month by visiting our website and clicking onto News and then Sign up to receive newsletter.

If you use social media HCCA also has a Facebook Page

<https://www.facebook.com/HCCABRISTOL/>

Q: Our local petrol station on Hotwell Road has a 24-hour licence to sell alcohol. I'm not happy about that, what can I do?

A: The licence will have been granted by Bristol City Council's Licensing Committee.

<https://www.bristol.gov.uk/licences-permits/licensing-committee>

It is possible to comment on an existing licence under certain circumstances. Here is some information copied from: <https://www.gov.uk/comment-on-an-alcohol-licence>

“If there are problems with a premises, you can ask for them to be reviewed if they relate to either:

- *the prevention of crime and disorder*
- *the prevention of public nuisance*
- *the protection of children from harm*
- *public safety*

Your request might be rejected if it's trivial, is about an issue that's been considered before or doesn't relate to one of the above.

To ask for a review, write to:

- *the licensing authority (local council)*
- *the licence holder*
- *the 'responsible authorities' (details and addresses will be available from the licensing authority)*

If your request for a review is accepted, the licensing authority will advertise this and ask for comments - people have 28 days to give them.

You'll also be invited to the review hearing, where you can speak if you want to.”

Q: I'm worried about crime. Where are the police on the beat?

A: Police presence on our streets is the responsibility of the Avon and Somerset Police. You can find out the names of your local Police Officers and how to contact your Neighbourhood Policing Team by following one of these links which will be dependent on where you live:

<https://www.avonandsomerset.police.uk/your-area/harbourside-and-hotwells/>

<https://www.avonandsomerset.police.uk/your-area/clifton/>

Q: There are too many HMOs in my area. What can I do about it?

A: HMOs are Houses in Multiple Occupancy. Bristol City Council is required to maintain a list of all properties licensed under the Housing Act 2004.

If it helps a short version of the online register is freely available and can be accessed by this webpage:

<https://www.bristol.gov.uk/licences-permits/register-of-licensed-properties>

If you have a specific issue with a HMO near to you then you should contact Bristol City Council with details of the specific issue, for example, noise nuisance or anti-social behaviour.

If you follow the link below you will find more detail and discover that there are a number of options, or courses of action, available to you:

<https://www.bristol.gov.uk/crime-emergencies/anti-social-behaviour>

Q: There's not enough visitor parking in my Resident's Parking Scheme. Is there anything I can do about it?

A: The Hotwells and Cliftonwood area is covered by two Residents' Parking Schemes: Cliftonwood and Hotwells, and Spike Island. All of the information you need to get visitors permits is here:

<https://www.bristol.gov.uk/parking/residents-parking-schemes>

The information is quite complex and varies from area to area so best to check the website for further details.

Hotwells & Cliftonwood Community Association
<http://www.hotwellscliftonwood.org.uk/>