

Community Agreement

Between

Residents of the Housing Area

Burradon/Camperdown,
Kirklands/Kirkwood Estates, Cheviot Grange

And

North Tyneside Council
Places for People

(Previously known as North British Housing)

and

Northumbria Police



North Tyneside Council



*Total
Policing*

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Introduction

This agreement sets out how the residents of:-

Burradon/Camperdown, Kirklands/Kirkwood Estates, Cheviot Grange, Northumbria Police and Places for People Homes:

can be involved in influencing the decisions that affect their homes, their estate and their community.

It identifies how the residents, North Tyneside Council, Places for People Homes and Northumbria Police have agreed to work in partnership to achieve the best possible standards for the area.

We welcome any comments or suggestions, and if you wish for further information or copies of this agreement, residents should contact Kath Harris on 2007643

Community Agreement

The purpose of the community agreement is to consolidate the progress Burradon and Camperdown ("The Village") has experienced during the previous 9 years in partnership with North Tyneside Council, North British Housing, Northumbria Police and Burradon Primary School.

The reduction in the level of crime and disorder and the commitment of Northumbria Police, North Tyneside Council's Safer Estates Team and North British Housing to target offenders has contributed immensely, improving the quality of life of the local community.

The regeneration of the village has included the refurbishment of the former Co-Op Building, Annie Mills Shop and the redevelopment of the derelict land on Weetslade Terrace.

The provision of flower displays within the village and the creation of a Millennium Green on the derelict land at Fryers Terrace has enhanced the appearance of the village and has contributed to the improvement to the quality of life of local residents.

North Tyneside Council and Places for People Homes are in the process of improving their housing stock with UPVC double glazing, kitchens and bathrooms which represents a tremendous vote of confidence in the future of the village.

The decision to build a new school will safeguard the future education of the children of the village and with its growing reputation for educational excellence and achievement we are confident that the calibre of people choosing to live in the village will continue to improve.

The agreement will underpin the achievements and impose obligations on North Tyneside Council, Places for People Homes and the police, however, members of the local community have a duty to fulfil their individual responsibilities.

As a community we must remain vigilant, and inform the appropriate authority of any issue which may undermine the quality of life of any fellow resident, or the progress of our community.

Partners to the Agreement

This agreement reaffirms the commitment of residents, North Tyneside Council, Places for People Homes and Northumbria Police to work in partnership to achieve our joint aims.

Mayor of North Tyneside Council - Councillor John Harrison

Cabinet Member for Housing - Councillor Bruce Pickard

Ward Members

Councillor Jim Allen

Councillor Jayne Shotton

Councillor Jim Conway

Strategic Director of Community Services – Paul Hanson

Places for People Homes – J Hood

Representative of Northumbria Police - Inspector Geoff Cross

Burradon/Camperdown Forum – Chris Wray and Keith Burrage

Core Commitments

Housing Services

Your Local Housing Team will:-

- Aim to let empty properties as soon as possible in accordance with the Local Authorities policy or relevant People for Places Homes Policy
- Check the background of new prospective tenants under the Safer Estates Agreement with Northumbria Police
- Carry out a detailed search of the Council's waiting list to identify responsible prospective tenants or relevant People for Places Homes Policy
- Take prompt action when tenants cause a nuisance (particularly Introductory Tenants)
- Carry out visits to new and existing tenants to check the condition of their tenancy

Void Management:-

- Use net curtains instead of metal shutters as security measure on void properties wherever possible or relevant People for Places Homes Policy
- Keep void properties free from rubbish

Residents will:-

- Nominate prospective tenants to Lettings Staff wherever possible
- Work within People for Places Homes Local Lettings Plan
- Phone Housing Staff promptly to report any problems e.g. vandalism, dumped rubbish, nuisance and annoyance etc.
- Promptly telephone Police to report incidents of anti-social behaviour
- Review the Council's commitments in 6 months time, from the date that this agreement is signed

What to do if:-

- The property is broken into inform the Police on 2146555
- You think the tenant has left the property without telling Housing Services, please telephone
- North Tyneside Council Housing Services 200 7400
- People for Places Homes 293 1919

- Rubbish is dumped in the garden of a void property telephone:-
- North Tyneside Council Housing Services 200 7400
- People for Places Homes 0800 432 0002 (free phone)
- If you have any concerns about a void property please
- Telephone the above relevant numbers.

Housing Repairs

North Tyneside Council will:

- Carry out eligible repairs (as stated in the Reporting Your Repairs Booklet) within the stated timescales:
 - Emergency Out of Hours Repairs within 24 Hours
 - Urgent repairs within 5 Working Days
 - General Maintenance within 8 Working Weeks
- (Please refer to 'Reporting your Repairs' booklet to identify the different categories of repairs)

- People For Places will
- Carry out emergency repairs within 24 hours
- Urgent repairs within 5 days
- General repairs within 28 days.

Residents will:-

- Report any repair through their repair bank
- North Tyneside Council - 200 5959
- People For Places - 0800 432 0002
- Report any repairs needed as soon as it is known
- Comply with their tenancy agreement by looking after their home to avoid unnecessary repairs.

Environment

Rubbish collection

North Tyneside Council will:-

- Collect and empty your wheeled bin once per week
- Provide special collection service for excess rubbish or larger items. This service is usually free. However, a charge is made for the collection of large amounts of household items. (Over half a wagon load or over 12 bags of garden /DIY rubble)
- Empty the recycling box one collection per fortnight

Residents will:-

- Place wheeled bins out for collection no earlier than the evening before collection day. Bins should be placed at the kerbside for collection
- Return the empty container to the property on the day of collection or as soon as is practicable after collection
- Make any wheeled bin queries through Envirolink on 200 8899
- Ensure that bulky items are placed out no sooner than the evening before collection day
- Ensure suitable access for cleaning operatives to collect rubbish
- Telephone Envirolink on 2008899 to arrange a special collection of rubbish and you will be given a collection date for your bulky rubbish.

Enforcement

- Inappropriately placed rubbish i.e. bags not placed in wheeled bin containers causes local problems. If we can identify the refuse, we can institute legal proceedings against those who do not dispose of their waste in a responsible manner.

Grass Cutting

North Tyneside Council will:-

- Programme grass cutting on a 2 weekly basis, weather permitting
- Prune shrub beds in winter months

Residents will:-

- Not park vehicles on grass verge as this restricts grass cutting operations and causes damage to the verges and pavements.

Weed Spraying

North Tyneside Council's Policy on weed spraying :-

- All obstacles situated on the grass verges are treated around the bases twice a year
- All footpaths and road gullies are treated twice a year

Illegal Dumping

North Tyneside Council will:-

- Respond to and clean up any illegal dumping from a highway or open space, within one working day from the day reported

Residents will:-

Report any dumping on their estate as soon as possible to Envirolink 2008899.

Dog Fouling**North Tyneside Council will:-**

- Pursue dog owners (where identified) who do not clean up after their dog as it is an offence and carries a heavy fine.

Residents will:-

Clean up after their dog.

Enforcement

- It is an offence for failing to clear up after your dog where a fixed penalty notice may be issued, or alternatively, prosecution proceedings instituted where a fine of up to £1,000 may be imposed.

Highways

Streetcare Officers from North Tyneside Council Agree to:-

- Inspect reported incidents within 24 hours
- Routinely to inspect the estate on a 6 monthly basis
- Work to the priorities outlined below

Priority 1 - 24 Hours – emergencies and danger

Priority 2 - 7 days – everyday repairs

Priority 3 – 30 working days (6 Weeks) – Planned repairs

Residents Agree to:-

- Report all incidents of damaged roads, footpaths etc.
- Telephone 2192538
- Street lighting on 0800 0857 307

Home Recycling Scheme**North Tyneside Council will:-**

- Operate a fortnightly collection (via a contractor) of glass, cans, newspapers, magazines, plastic bottles household batteries and textiles in a 55 litre box

- Operate a dedicated helpline number (0845 600 2836) to report any concerns arising from the collection

Residents will:-

- Pack their box in a responsible matter to avoid unnecessary mess
- Ensure that only the materials specified are placed in the box for collection
- Put their box out by 7:30 am on the relevant collection day
- Use alternative local recycling facilities on Bank Holidays, if they opt out of the collection service

Street Cleaning

North Tyneside Council will :-

- Clean your streets on weekly street-sweeping schedule and in accordance with the Litter Code of Practice. However if a street is clean, resources may be directed to an area that requires cleaning.

Enforcement

- Individuals seen litter dropping by Enforcement Officers will be issued a fixed penalty notice
- Failure to make payment will result in the institution of legal proceedings where a fine of up to £25, 000 may be imposed

Anti Social Behaviour

Anti Social Behaviour includes but is not limited to the following:-

- Loud music or other noise e.g. door slamming
- Shouting or arguing
- Using violence or threatening to use violence, causing fear or intimidation
- Abusive insulting words, behaviour or graffiti
- Damaging, or threatening to damage, any property or possessions
- Offensive or drunken behaviour
- Rubbish dumping
- Riding motor bikes inappropriately
- Playing ball games in a way that causes nuisance to others
- Not keeping animals under control
- Not looking after your garden

Northumbria Police will:-

- Act on information given by residents

- Pass/share information with Housing Services/Places for People Homes
- Work in partnership with residents and Housing Services/Places for People Homes in accordance with the Safer Estates Initiative
- Patrol the estates on foot
- Give full support to residents who report incidents

Housing Services/Places For People will:-

- Act on information given from residents and the Police
- Deal with information in confidence
- Work with the Police- e.g. joint visits and letters
- Enforce the tenancy agreement
- Give residents full support

Residents will:-

- Monitor the estate agreement :- on a 12 monthly basis
- Not cause or allow or encourage anyone to cause a nuisance, annoyance or disturbance to anyone living visiting or working in the area, including children
- Treat everyone fairly and with respect
- Log information in relation to such incidents
- Pass on information to Housing Services, Places for People Homes and the Police ASAP
- Report all incidents of anti social behaviour

Enforcement

- Acceptable Behaviour Agreements(ABAs) are used where persons are causing a nuisance on an estate
- The person (and their parent if the person is under 18), will sign the agreement in the presence of a Senior Police Officer and the local Housing Services Manager
- ABAs are monitored on a monthly basis
- If any promise in the ABA is broken, the person may be subject to an Anti Social Behaviour Order (ASBO) and the family could face eviction
- Legal action will be taken against Council tenants if they continue to cause noise, nuisance, or anti social behaviour to others after receiving due warning
- Action will be also be considered against private tenants and owner occupiers if they engage in anti social behaviour

Monitoring:-

Police, Housing Services and Places for People Homes and residents all monitor the amount of crime on the estate

Useful Telephone Numbers

Envirolink (rubbish collection, cleaning of estate)	200 8899
Street Lighting	0800 0857 307
Housing Repairs (Reporting your repairs)	200 5959
Housing Office (For queries about your tenancy)	200 7400
Housing Benefit & Council Tax Benefit (For queries about your benefits)	200 6400
Northumbria Police	214 6555
Ward Councillors	200 6657
People For Places (General Office, North Shields)	293 1900
Contact Centre	0800 4320 002
Paul Gallagher (Estate Officer)	293 1919