

PATCH PLAN AGREEMENT

Covering – Mount Pleasant

We asked our customers to indicate the main problems / areas of concern in the neighbourhood

Our Customers said:

- 1) [Speed bumps](#)
- 2) [Improved facilities for children](#)
- 3) [Drainage problems](#)
- 4) [Skips](#)
- 5) [New relets](#)

We asked our customers what they liked about the area

Our Customers said:

- 1) Close to the town centre
- 2) Community spirit
- 3) Good neighbourhood
- 4) Neighbourhood involvement
- 5) Good houses

FACILITIES FOR CHILDREN				
you said	we will	by when	our aim is to	updated
<p>Lack of things for children and youths to do</p> <p>Would like improvements to parks/play area</p>	<p>Liaise with local Community groups and agencies such as Sure Start to identify use of possible venues, equipment and activities already existing for youths.</p> <p>Promote venues available i.e. times, dates etc.</p> <p>Liaise with local Schools, to identify after school activities.</p> <p>Inclusion - Organise and promote a Youth Group meeting to allow them to "Have Their Say". Following meeting to act on ideas and suggestions discussed</p>	<p>ongoing</p>	<p>Work in partnership with customers and other agencies to provide services to ensure a safe and sustainable community.</p> <p>To engage young people to talk to Tristar to have their say and for Tristar to respond and work together</p> <p>Liaise with Care for your Area to improve the maintenance of Parks and Open Spaces. Ensure regular checks of areas.</p> <p>To promote Community pride and responsibility via Education, Community Groups, Resident Involvement, Literature i.e. Posters.</p> <p>Investigate the funding from Tristar Homes Limited, Stockton Borough Council, Private Enterprises and Community Groups to setting aside the possibility of a small plot of land, for youths and children to cultivate and maintain for educational purposes</p>	

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DRAINAGE PROBLEMS				
you said	we will	by when	our aim is to	updated
Drainage in Swainby Road not adequate causing frequent overflowing	Consult with Northumbrian Water and Stockton Borough Council to establish who is responsible and how we can work together to resolve the ongoing problem:	Ongoing	Work with other agencies to ensure this problem is resolved	Contacted Debbie McGough from Highways department. Agreement made to have all gullies cleared as a 'one off' as this exercise is currently carried out twice yearly.
	Telephoned Neil Hoskins from SBC who advised will contact Debbie McGough and discuss the problems then contact me with update.	December 2006	Resolve this problem effectively to improve this area of the Estate.	Debbie McGough advised that all gullies clear and all stoppers and canopies in place.
	During estate Inspections and Walkabouts monitor and leaks and flooding and forward to SBC/NWA	December 2006		Several meetings arranged with Pat Carr Health & Safety Manager and Northumbrian Water to discuss drainage problems.
	Keep residents updated with progress.	January 2007		Arrangements made for contractors to have CCTV surveys carried out on both branch lines and main sewer, which runs along centre of Swainby Road
		February 2007		Survey revealed a sewer collapse in branch line, contractors appointed to repair collapse, work to commence 22.01.07. Resident updated at monthly residents meeting at Lustrum House community centre
				No further problems

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LOCAL SKIPS				
you said	we will	by when	our aim is to	updated
Would like a regular skip in the area.	<p>Consult with CFYA– arrange regular skip drop.</p> <p>Arrange publicity, - leaflets to be distributed.</p>	<p>July 2006</p> <p>September 2006</p> <p>February 2007</p>	<p>Deliver an excellent estate management service and ensure effective neighbourhood management.</p> <p>To work in partnership with customers and other agencies to improve the quality of life on our estates.</p> <p>Promote waste management and “Care For Your Area”.</p>	<p>. Consulted with CFYA who advised 3 skips had been organised for this financial year, the next skip is organised for 14.11.06.</p> <p>Weekly estate inspections and resident Walkabout carried out all findings of environmental issues reported to relevant departments.</p> <p>Contacted Bob Clough CFYA to request skips for 2007. Bob advised revised dates need to be circulated to ward councillors for approval. Residents will be notified In due time</p>

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NEW RELETS				
you said	we will	by when	our aim is to	updated
Rehousing of people who are causing Anti Social Behaviour	<p>Improve communication between the Housing Offices and the Allocation team</p> <p>Work closely with SBC Anti Social Behaviour Team, Tristar's Anti Social Behaviour Reduction Officers and local Police in order to reduce crime and ASB on the estate.</p> <p>Enforce tenancy conditions where appropriate</p> <p>Encourage those affected by ASB to provide information and evidence.</p> <p>Be proactive and identify the early signs of ASB and criminal activity.</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>To work in partnership with customers and other agencies to improve the quality of life on our estates.</p> <p>Reduce Anti Social Behaviour in the area and provide a better living environment</p> <p>To encourage our customers to engage and promote resident involvement to tackle anti social issues.</p> <p>To raise and promote self-awareness of how anti social behaviour impacts on others.</p>	<p>I Share information with the local beat officer on a weekly basis to help prevent ASB</p> <p>Liase with police over identified problem areas.</p> <p>I work closely with SBC's and Housing Options and Allocations to improve communication and work together on allocating properties.</p> <p>I attend a Monthly residents meeting at Lustrum House Community Centre with several other agencies to discuss various issues including Anti Social Behaviour.</p>

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