

PATCH PLAN AGREEMENT

Covering – Newtown

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

Our Customers said:

- 1) [Anti social behaviou](#)
- 2) [Drug dealing and related issues](#)
- 3) [Vandalism](#)
- 4) [Youths congregating/drinking in the flats](#)
- 5) [New windows and doors](#)

We asked our customers what they liked about the area

Our Customers said:

- 1) Generally quiet
- 2) Good neighbours
- 3) Close to town
- 4) Family on estate
- 5) Friends in the area

ANTI SOCIAL BEHAVIOUR				
you said	we will	by when	our aim is to	updated
Problems generally on the estate with anti social behaviour	Liaise with customers to identify the issues and underlying problem:	Ongoing through customer contact visits	To encourage our customers to engage and promote resident involvement to tackle anti social issues. To raise and promote self-awareness of how anti social behaviour impacts on others. To provide information of support agencies to families/persons who are having problems	Addressing issues when raised through the customer contact visits or when otherwise raised
	Work closely with the Sockton Borough Councils Anti Social Behaviour Team, Tristar's Anti Social Behaviour Reduction Officers and the police in order to reduce crime and ASB on the estate	Ongoing		Have recently worked with the ASRO and the police on one particular case which led to termination and perpetrator in prison.
	To encourage those affected by ASB to fill in diary sheets and to follow up by visiting the clients and perpetrators.	Ongoing		This is ongoing as and when I have received complaints
	To enforce tenancy conditions where appropriate	Ongoing		When I have received complaints I have taken appropriate action as regards the perpetrator in line with the

	<p>For neighbour disputes encourage the services of unite</p>	<p>Ongoing</p>		<p>tenancy agreement and ASB procedure.</p> <p>I have referred a case to UNITE and will do so when appropriate</p>
	<p>To continue to work with the residents and address issues as and when they arise</p>	<p>Ongoing</p>		<p>This is ongoing through the Community Safety Meeting and with residents when issues arise</p>
	<p>To continue to attend the Newtown Community Safety Meetings and address the issues as they arise and promote the various agencies re ASB</p>	<p>Ongoing</p>		<p>I am attending meetings when arranged.</p>
	<p>To work with Stockton Borough Council's Housing Options and Allocations to improve communication and work together on the allocating of properties</p>	<p>Ongoing</p>		<p>This is ongoing and when we have a void property they are consulting with me re the allocation.</p>
	<p>Be proactive and identify the early signs of ASB/criminal activity whilst out and about on the estate</p>	<p>Ongoing</p>		<p>This is ongoing when I carry out my estate</p>



DRUG DEALING/RELATED ISSUES				
you said	we will	by when	our aim is to	updated
Complaints of drug dealing and issues related	Liaise with customers to identify the issues and underlying problem:	August 2006	Work in partnership with customers and other agencies to provide services to ensure a safe and sustainable community	This is ongoing as issues arise
	Work closely with the Stockton Borough Councils Anti Social Behaviour Team, Tristar's Anti Social Behaviour Reduction Officers and the police in order to reduce drug problems and related ASB on the estate.	Ongoing	To reduce the level and cause drug related problems.	Worked closely with other agencies on one recent case that led to perpetrator in prison and tenancy terminated
	Encourage those affected by drug related problems to fill in diary sheets and to follow up by visiting the clients and perpetrators.	Ongoing	To feedback to customers.	This is being done as cases arise
	Enforce tenancy conditions where appropriate	Ongoing	Improve the quality of life and sustain the estate as a good place to live	Management Notice served on current case
	Continue to work with the residents and address issues as and when they arise	Ongoing		This is ongoing
	Continue to attend the Newtown Community Safety Meetings and address the issues of drug dealing as they arise and promote the various agencies related to drug dealing etc	Ongoing		I am attending meetings when arranged
	Work with Stockton Borough Council's Housing Options and Allocations to improve communication and work together on the allocating of properties	Ongoing		This is ongoing and when we have a void

	<p>together on the allocating of properties</p> <p>Be proactive and identify the early signs of ASB/criminal activity whilst out and about on the estate</p>	<p>To be done weekly as part of general estate surveillance</p>	<p>property they are consulting with me re the allocation.</p> <p>This is ongoing when I carry out my estate surveillance</p>
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VANDALISM					
you said	we will	by when	our aim is to	updated	
<p>Various problems with vandalism on the estate</p>	<p>Enforce tenancy conditions as appropriate</p>	<p>Ongoing</p>	<p>Improve the area by reducing the incidents of vandalism on the estate</p>	<p>This is ongoing as incidents arise.</p>	
	<p>Identify hot spots and work with residents and Police to identify perpetrators</p>	<p>Ongoing</p>			
	<p>Publicize and encourage residents to pass on information – Newsletter</p>	<p>September 2006</p>			
	<p>Ensure graffiti is removed within our target timescales.</p>				<p>This is ongoing and removed as and when</p>
	<p>Ensure empty properties are secure</p>				<p>This is ongoing</p>
	<p>Request increased level of patrols from SBC enforcement officers and to feed back information</p>			<p>To be done when necessary</p>	

YOUTHS CONGREGATING/DRINKING				
you said	we will	by when	our aim is to	updated
Complaints regarding youths congregating/ drinking in the communal area of the flats	Carry out inspections to ensure that the door entry systems are checked on a regular basis and are working correctly	To carry out as a minimum monthly	Create peace of mind for residents and improved quality of living	Inspections carried out regularly and reported to the repairs call centre
	Obtain quotes from IEES/Baydales for improved door entry systems	September 06	Maintain security and safety to a high standard.	Received August. Also further quotes received from Baydales. Report compiled and sent to management for consideration for capital funding for 2007/8
	Encourage residents not to leave the communal doors on the latch or wedged open in next Newslette	Ongoing		
	Work together with the Enforcement Officers, Police etc and request patrols	Ongoing		This is ongoing
	To enforce tenancy conditions were appropriate			This is ongoing as incidents arise

NEW WINDOWS/DOORS				
you said	we will	by when	our aim is to	updated
Requests received for new windows and doors	<p>Work with Investment Team to raise awareness of residents concerns.</p> <p>Ensure specific information is given to the Investment Team as and when received.</p> <p>Ensure residents are updated with progress. Community Safety Meetings and Newsletters.</p> <p>Use Technical Officers to inspect new requests and check health and safety concerns.</p>	<p>February 2007</p> <p>Ongoing</p>	<p>To bring properties to a decent standard.</p> <p>Deliver an excellent estate management service and ensure effective neighbourhood management.</p>	<p>Enquiries made with investment team re windows and doors but nothing is planned at this stage but has been proposed as package of improvements for the estate</p> <p>Put forward for consideration for capital investment for 2007/2008</p>