

PATCH PLAN AGREEMENT

Covering – Portrack

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

Our Customers said:

- 1) [Condition of properties](#)
- 2) [Motorbikes being driven without due care](#)
- 3) [Drug dealing and taking](#)
- 4) [Youths and children causing trouble](#)
- 5) [Condition of gardens](#)

We asked our customers what they liked about the area

Our Customers said:

- 1) Service from Tristar Homes is good
- 2) Area is good / decent / nice / clear
- 3) Nice neighbours / good community spirit
- 4) Quiet area
- 5) Accessibility of the town centre / shops

CONDITION OF PROPERTIES				
you said	we will	by when	our aim is to	updated
<p>Properties in need of repairs, specifically;</p> <p>windows and includec</p> <ul style="list-style-type: none"> - rotten windows - rotten frames; - draughts; - putty is out of the windows; - general upkeep of the windows. 	<p>Work closely with the Decent Standard Team, regarding work due to commence October/ November 2006.</p> <p>Encourage the Local Resident group to invite a representative from DS to their meeting to discuss concerns customers have. Attend meeting</p> <p>Once the situation has been clarified with the D/S team, arrange for letters to be sent updating customers.</p>	<p>September 2006</p> <p>October 2006</p>	<p>Consult with residents to enable all residents to be reassured that work will be starting late in the year and inform them about what the work will involve</p> <p>Work Residents and Decent Standards Team to ensure work is completed to a satisfactory and high standard</p>	<p>The decent standard works commenced in November 2006. Two members of the Decent Standards team, Karen Wilkinson and Dennis Etherington attended a residents meeting.</p>
<p>Repair work not done to standard</p> <p>Repair work not done on time</p>	<p>Need to identify examples and highlight to Depot Supervisors. Request the above to attend surgeries, resident meetings. Publish performance in Willows Centre.</p>	<p>September 2006</p>	<p>Improve the quality of repairs and timescales completed.</p>	<p>General repair queries to RCC and supervisors can be contacted.</p>

MOTORBIKES BEING DRIVEN WITHOUT DUE CARE				
you said	we will	by when	our aim is to	updated
<p>Motorbikes being ridden on the estate, often by people from the estate and neighbouring estates</p> <p>Concerns that children could be knocked over some day.</p>	Liase with Police, Stockton Borough Council/Tristar Homes Limited Enforcement Officer.	September 2006	To work in partnership with customers and other agencies to improve the quality of life on our estates.	<p>Working in partnership with police and ASB team, no current issues with motorbikes.</p> <p>The Enforcement Team are currently carrying out regular patrols and taking necessary action.</p>
	Raise as an agenda item at ALM and use information sharing protocol	September 2006	To encourage our customers to engage and promote resident involvement to tackle anti social issues.	
	Discuss use of CCTV cameras and where possible increase presence of Police and Enforcement Officers. Access Police Off Road Team.	September 2006	To raise and promote self awareness of how anti social behaviour impacts on others	
	Work with ASB Team to promote reporting of incidents and how to provide evidence.	September 2006		
	Use the tenancy agreement to take enforcement action in proven cases.	September 2006		

DRUG DEALING AND TAKING				
you said	we will	by when	our aim is to	updated
<p>Concerns included:</p> <ul style="list-style-type: none"> - drug takers hanging around phone boxes; - people openly taking drugs outside flats, both at the front and the back; - people openly selling drugs - drug takers and pushers being allocated properties 	<p>Work closely with both the Police and the community beat officers to ensure that all information regarding drug dealing is passed to the Police.</p>	September 2006	<p>Work in partnership with customers and other agencies to provide services to ensure a safe and sustainable community</p>	<p>Currently working in close partnership with the police and ASB Team. There has been a 'crack ' house closure in October 2006 and we have gained an Intrim ASBO keeping the perpetrator off the estate.</p> <p>Contacted BT regarding the phone box on Eastport Road and requested that this is for outgoing calls only.</p>
	<p>Arrange Residents Meeting via the Residents Group, attend with Police, THL Reduction Officer and SBC ASB Team</p>	September 2006	<p>To reduce the level and cause drug related problems.</p>	
	<p>Raise all information at ALM</p>	September 2006		
	<p>Use the tenancy agreement to take enforcement action when appropriate</p>	September 2006		

YOUTHS AND CHILDREN CAUSING TROUBLE				
you said	we will	by when	our aim is to	updated
Some of the problems included - children are cheeky; - children cause trouble - children and youths have too easy access to flats; - young people playing football and there is a lack of no ball games signs; - young people are noisy	Liaise with local Community groups and agencies such as Sure Start to identify use of possible venues, equipment and activities already existing for youths	September 2006	Work in partnership with customers and other agencies to provide services to ensure a safe and sustainable community	Local police visit schools.
	Promote venues available i.e. times, dates etc.	December 2006	To reduce the level and cause of anti social behaviour by youths. To give them the choice of other activities after school hours.	Enforcement Officers carrying out regular patrols and speak to local youths.
	Liaise with local Schools, to Identify after school activities.	September 2006	To promote how their behaviour impacts on others within the community and how this can be overcome.	
	Liaise with Police, Stockton Borough Council/ Tristar Homes Limited Enforcement Teams and Anti Social Behaviour Section, with the intention of identifying underlying problems and where possible increase patrols in those areas.	December 2006	To feedback to customers how we are performing in reducing problems caused by youths. To engage young people to talk to Tristar to have their say and for Tristar to respond and work together.	
	Inclusion - Organise and promote a Youth Group meeting to allow them to "Have Their Say". Following meeting to act on ideas and suggestions discussed.			

CONDITION OF GARDENS				
you said	we will	by when	our aim is to	updated
<p>Common problems reported included:</p> <ul style="list-style-type: none"> - trees blocking out the light - trees not cut down sufficiently and not tended to - neglected gardens - garden service does not cater for flowers and flowers are not tended - gardens not cut as often as they need to be 	<p>Revisit tenants who have raised concerns about grounds maintenance and help them where possible, particularly with hedge cutting, by contacting the grounds maintenance section of Care For Your Area.</p>	<p>September 2006</p>	<p>Ensure that all tenants who need help with gardens get it and that the estate condition improves.</p>	<p>Customer Contact Register highlights vulnerable tenants who need help, garden maintenance list. Estate walkabouts which are attended by CFYA and highways, problem gardens are identified and necessary action take. Estate caretakers carry out jobs identified.</p>
	<p>Visit tenants whose gardens are in a poor state.</p>	<p>September 2006</p>	<p>Maintain the estate to a high standard.</p>	
	<p>Arrange for help and assistance were appropriate.</p>	<p>September 2006</p>	<p>Utilise the Estate Caretaker Service effectively.</p>	
	<p>Discuss breaches in tenancy conditions were appropriate.</p>	<p>Ongoing</p>		
	<p>Follow up action to ensure progress made</p>	<p>Ongoing</p>		
	<p>Investigate the possibility of setting up a tool club for residents who cannot afford gardening equipment (survey tenants to see who requires help)</p>	<p>October 2006</p>		
	<p>Carry out regular Estate Inspections and encourage Residents to attend Walkabouts</p>	<p>Ongoing</p>		