

# Neighbourhood Agreement



agreement



**STROUD  
DISTRICT  
COUNCIL**  
[www.stroud.gov.uk](http://www.stroud.gov.uk)

**2006 - 2007**  
3rd Edition



between

● Hampton Waves ●  
Residents' Association

and

- STROUD DISTRICT COUNCIL ●
- Minchinhampton Parish Council ●
- County Councillor ●  
(Minchinhampton Division)





## Hampton Waves Neighbourhood Agreement 2006/7

### ***Introduction***

This is an Agreement between:

- all residents living in Box Lane, Box Crescent, the Bulwarks, Eastfield Road, George Pearce House, Glebe Road, Simmons Court, Trinity Drive, Old Common, Park Farm Court, Summersfield Road, Syon Road, Tetbury Street and The Tynings in Minchinhampton
- the Parish, County and District Councillors for Minchinhampton, and
- officers of Stroud District Council

Their shared vision is:

*'To work together in partnership to involve the whole community in helping improve the environment and the safety and general welfare of those living in the area'*

This agreement shows how local residents can have a say about their service through belonging to Hampton Waves Residents' Association. It shows the Association's funding and the standards by which it should be run. It highlights what the community feels are the issues of most importance to them at the moment and the ways they can be involved in the services identified.

***Background  
and update***

This is the third agreement updating the 2003/4 agreement which was published in October 2003.

The Agreement has been discussed at 4 open meetings since it was published. These took place - in November 2003, January and April 2004 and November 2005. The last meeting looked over some of the key issues in detail and suggested that a survey be carried out prior to any future agreement being finalised.

Parties to the agreement feel that certain goals have been achieved in the last 2 years. The most notable example being the support and funding achieved for the play area installed in Summersfield Road. In December 2005 the Parish Council agreed to take over maintenance of the Bulwarks area and it has also promised to help secure an additional bus shelter for Trinity Drive. The Estates Manager has also taken up numerous specific issues on the Association's behalf as a result of their yearly walkabouts of the area.

This agreement will be published at the same time each year and monitored on a quarterly basis to make sure that the issues it highlights are being addressed.

## ***The Agreement***

The Agreement looks at working in partnership to deal with issues and problems. It is divided into the following headings:

**Section 1** Hampton Waves Residents' Association - the situation now

**Section 2** Funding

**Section 3** Standards to Reach

**Section 4** The issues and aims

- Reducing litter
- Reducing dog fouling
- Improving street cleaning / drainage
- Improving grass cutting
- Dealing with anti-social behaviour
- Improving public transport
- Increasing car parking
- Maintaining play areas
- Consulting with Woolaway residents

**Section 5** Monitoring and reviewing the Agreement

**Section 6** Key contacts

All partners hope you will keep and refer to this Agreement in the year ahead and give feedback on it.



**Our Signed  
Commitment**

We agree to meet the commitments we have each made in negotiating this agreement. We will work together to help realise our shared vision.

Signed:-



*J. Kirby*

Janet Kirby  
Joint Chair of Hampton Waves  
Residents' Association

*A Thomas*

Ann Thomas  
Joint Chair of Hampton Waves  
Residents' Association

*Elizabeth Bird*

Councillor Elizabeth Bird  
District Councillor

*Joe Forbes*

Councillor Joe Forbes  
District Councillor

*Eilish Cope*

Mrs Eilish Cope  
Chair of Minchinhampton Parish Council

*Dr John S Waddington*

Councillor Dr John S Waddington  
County Councillor

*John Jeffreys*

Councillor John Jeffreys  
Cabinet Member for Housing

*Steve Neale*

Steve Neale  
Head of Housing Management  
Stroud District Council

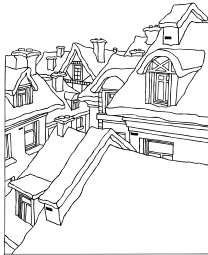
Date: 12 June 2006

## **Section 1 Hampton Waves Residents' Association - the situation now**

Hampton Waves Residents' Association covers 340 council and ex-council properties and has representatives from the 24 Sanctuary Housing Association properties in the Bulwarks (when looking at community issues). It is run by a committee of nine residents who were elected at its Annual General Meeting on 12 May 2005.

It was originally set up in 1994 as a result of a refurbishment scheme. Its aims are set out in its Constitution (copies of which are available on request). They include:

- promoting tenants rights and the maintenance and improvement of their housing conditions, amenities and environment, and
- encouraging all members of its community to be involved and be trained to do so. (such as organising a summer fete)



Its committee meets regularly to organise events, decide what it wants to do, get feedback from members who represent it on other groups and decide what its collective views are. The committee usually meets in the communal lounge of George Pearce House sheltered scheme at 7.00pm - and has arranged an open meeting to review this Neighbourhood Agreement on the following dates:

- Monday 18 September 2006  
(as part of Association's Annual General Meeting)

The Association will notify its members of any other open meetings through putting notices up on its noticeboards.

The Association has representatives on the following District Council groups:

**Housing Management Forum**

Ann Thomas **886361**

**Tenants' Conference Working Party** Janet Kirby **885852**  
**Terms of Reference Sub-Group** Janet Kirby **885852**

The Association also gives its views about the housing service and future policies by being members of:

- the Tenants' and Residents' Forum, which has representatives on the Housing Management Forum

TENANTS' & RESIDENTS'  
FORUM



Details of these are in the Stroud District Council Housing Partnership Agreement. This publication is given out each May-June to all Council tenants and leaseholders and explains the ways they can have their say about the housing service the Council provides.

**Key contact:**

Ann Thomas - **886361** Joint Chair  
Janet Kirby - **885252** Joint Chair on

## Funding

### Section 2

The Council gives Hampton Waves Residents' Association an annual grant of £300, which is based on the number of tenants it represents. This helps meet the Association's running costs (for example, producing newsletters, hiring meeting rooms etc). The Association also benefits from membership of the Tenant Participation Advisory Service, which gives independent information, training and advice.

The Association successfully gained over £49,000 of funding to pay for children's play area in Summersfield Road. Over £24,000 of this from the Environmental Fund, which is provided by the District Council for one-off schemes in Association's areas that will benefit their community as a whole. The remaining £25,000 from Living Spaces, a scheme funded by the Office of the Deputy Prime Minister to help local people improve their local environment.

### **Section 3 Standards to Reach**

The Association in representing tenants views agrees to keep to certain standards for the following things:

- **Meetings**

It keeps an attendance book (for committee meetings) or register, and minutes of all its meetings. These are run to an agenda and the minutes show how decisions have been reached. Most meetings are open to Association members and are held locally. The Council's Tenant Participation Officer attends at least two Association meetings a year including the Annual General Meeting. The venues, dates and times of meetings are publicised in this Agreement.

- **Information**

As well as giving information by word of mouth, the Association publishes at least 3 newsletters each year, which it delivers to each property in its area. It also puts information and flyers in its notice boards.

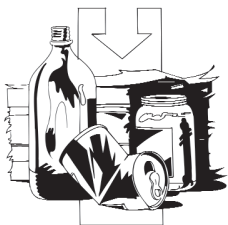
- **Running an Association**

It is open to all tenants regardless of nationality, race, colour, sexuality, age, disability, political or religious beliefs.

The Association's committee is accountable to its members. They are elected each year at an open Annual General Meeting (AGM), for which 21 days notice must be given. Its Treasurer keeps financial records and gives members details of the Association's financial position at the AGM. The Committee gets at least 25% of its membership to sign each year to prove they wish to continue to be members. The Council's Tenant Participation Officer makes sure the Association carries out these requirements before issuing its annual grant.

## **Section 4**      **The issues and aims**

### **i) Reducing litter**



#### ***The issues***

Residents feel litter is a problem particularly behind the garages in Glebe Road. They feel that this is caused by youths.

#### ***The Agreement***

The Council will organise a weekly litter pick along Glebe Road and around Glebe Road garages.

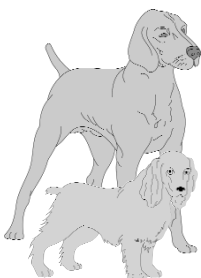
The survey used to update this agreement will give residents the opportunity to identify any litter problem spots in their area. From this a comprehensive list of problem spots will be drawn up. This list will be passed onto the Technical Contracts Officer to see if any reason for the litter can be identified or additional litter picks directed to those areas.

#### **Key contact:**

Lisa Samak - **754403** Public Space Officer

Carlos Novoth - **754412** Public Space Officer

### **ii) Reducing Dog Fouling**



#### ***The Issues***

Dogs are allowed to roam in public areas and therefore dog mess is left on paths and open plan grassed areas.

#### ***The Agreement***

The Association will encourage all residents to report to the District Council any dog that they see left unattended in their area and any owner who they see not cleaning up their dog's mess. The Council will pick up unsupervised dogs and impose a £41 fine

(plus £7.50 a day kennelling fee) on the owner for its return (owners on benefits will not have to pay the first fine within a 12 month period). The Council will prosecute offenders should its officers detect offences or, if witnesses come forward who are prepared to make statements. It will also respond to any other dog-related complaint. Dog bins are currently sited in Butt Street/ Summersfield Road, Cambridge Way, Windmill Road, Dr Brown's Road and School Road/Bell Lane.

The Association has placed 'no dog fouling' signs next to the cattle grids and the Dog Warden has placed them on lampposts. The Association will check to make sure these signs are not removed and arrange replacement where necessary.

**Key contact:**

Alex Davies - 754497 Animal Welfare Officer  
Natasha Anderson - 754491 Dog Warden

**iii) Improving Street Cleaning/Drainage**

***The Issues***

Residents feel that footpaths are rarely swept. The Butt Street drain in particular is frequently blocked. Some drains on private property in Old Common have been covered in tarmac by the County Council causing ponding.

***The Agreement***

The Association's members will regularly check that pavements in its area are clean. If not, the Association will contact the Technical Contracts Officer, to have the pavements cleaned on a responsive basis.



The Association shall contact the County Council when required to arrange that drains are unblocked on a responsive basis. The Association has met on site with an Officer from County Highways to locate the covered drains at Old Common. He has agreed to carry out work when the road is resurfaced to divert the surplus water to an existing soakaway at the opposite side of the road. This should be completed in August.

**Key contact:**

Lisa Samak - 754403 Public Spaces Officer

Adrian Boyce - 822193 County Highways

**iv) Improving Grass Cutting**

***The issues***

Some residents continue to feel that grass cuttings are being tracked into their homes and that the grass cutting starts too late in the season.

***The Agreement***

The Council has now provided the Association with a plan of its area showing the standards of cutting to be expected for each grassed area. For example, whether areas will have a standard cut, or box mow (when grass cuttings are only picked up usually around sheltered schemes) or rough-cut.



It has issued the Association with an overview sheet on the Grounds Maintenance contract, which gives an indication of the regularity of cutting, spraying and sweeping so that its committee members are better able to monitor the service given. The committee will in turn liaise with the Principal Environmental Contracts Officer and make referrals in cases where the service

standard has not been maintained. The Council has arranged with Serviceteam to cut grass occasionally during the winter period.

**Key contact:**

Lisa Samak - 754403 Public Spaces Officer

**v) Dealing with Anti-Social Behaviour**

***The Issues***

Groups of older children sometimes gather and disturb older residents in particular. Whilst the installation of CCTV cameras at George Pearce House and Trinity Drive has eased problems in this area - other areas not covered by cameras have some problems. Whilst Minchinhampton now has the services of a Local Police Officer, a Community Policewoman, and a part-time Neighbourhood Warden as well as being visited by the mobile police office, anti-social behaviour is still an issue especially after 10pm when the Neighbourhood Warden is off duty.



***The Agreement***

The District Council will continue to remind all tenants through its newsletter Keynotes that it is a condition of their tenancy to make sure their children do not cause any disturbance to people living in their area.

The Association will continue to try to do more for children and young people -including involving them in looking after play areas and lobbying for an evening bus service so that they can take advantage of the new bowling and cinema facilities in Stroud.

The Association will encourage its members to report incidents to the police in the first instance as well as the District Council's Estates Officer or Sanctuary Housing Association. It shall follow up individual complaints if these are not dealt with. The Estates Manager will give the Association regular verbal feedback on how its referrals are being dealt with.

**Key contact:**

Kevin Pring - **754161** Estates Manager  
Anti-Social Behaviour Co-ordinator - **754186**  
Ian Mallinson - **754297** Safer Estates Officer  
Peter Glead - **07834 419332** Neighbourhood Warden  
Waleed Ahmeed - **07795 666347** Sanctuary Housing Association

**vi) Improving Public Transport**

***The Issues***

The Association is pleased that free bus passes will be provided for all pensioners from April 2006. However, some residents are concerned that there is no straight through bus service to Gloucester, limited service to Nailsworth and no evening bus service to Stroud. Concern has also been expressed about the timekeeping of one of the bus companies and service cancellation due to breakdown. There continues to be a need for a bus shelter in Trinity Drive.



***The Agreement***

The Association will continue to work with the Parish Council (which receives updated timetable from the bus companies) to make sure that these timetables are displayed around its area. The County Council will add the bus timetable onto its website from April 2006.

The County Council will pass on residents' concerns to the bus companies. The Association will supply the County Council with a petition of 20 people who would use a direct bus service to Gloucester and the County Council will use this to lobby the bus companies for this service to be provided one day a week on a trial basis.

The Association and Councillors will lobby for the Night Bus to Stroud to continue. The County Council will monitor the take-up on the current service route.

The Association has asked the Parish Council to part-fund and apply to the County Council for match funding for a bus shelter in Trinity Drive. The Parish Council has agreed to set aside funding from April 2006 for this bus shelter and will contact the County Council to get details of models and ongoing repair costs. The Association suggests that the shelter be seen through to minimise cost and maximise the use of existing CCTV cameras in protecting the shelters.

**Key contact:**

Derek Lucas - (01452) 425343 Transport Procurement and Operations Manager, Gloucestershire County Council  
Georgina Taylor - (01452)425628 Passenger Transport Officer, Gloucestershire County Council  
Mrs D Wall - (01453) 731186 Minchinhampton Parish Clerk

**vii) Increasing Car Parking**

***The Issues***

Glebe Road is narrow and there is little off road parking and the Council's parking budget has been frozen. There are still some problems with speeding cars on Glebe Road. Since the last Agreement disabled access has improved, with the County Council having provided an additional dropped kerb in the middle of Trinity Drive (opposite the bus stop) and provided a white line on the corner of Trinity Drive and Glebe Road to discourage parking in front of the existing dropped kerb.



***The Agreement***

The Council's car parking budget is unfrozen, the Council will add the Glebe Road, Box Lane and Box Crescent to its list of future locations to be prioritised for parking (once it has completed its current programme). In deciding the future parking programme the council will consult with all its recognised tenants groups, who will have their opportunity to discuss proposed priorities at Housing Management Forum meetings.

The Association will encourage that the police are contacted to deal with inappropriate parking and concerns.

The Association will investigate solutions for dealing with speeding cars around Glebe Road.

**Key contact:**

Stephen Chalmers - 754070 Contracts Manager

**viii) Maintaining Play Areas**

***The Issue***

The Parish Council maintains the play area in Box Lane and has shown its support for the newly built Summersfield Road play area. There were delays in the Parish Council taking over the maintenance of the Bulwarks play area due to it being vandalised.



***The Agreement***

The Parish Council signed to take over the maintenance of the Bulwarks play area on 19 December 2005 and received a one-off payment towards future maintenance from Sanctuary Housing Association.

The Parish Council agreed to sign a six-year lease with the District Council to maintain the Summersfield Road play area (Brad's play area). The Management committee made up of two representatives from the Parish Council, the Residents' Association and local residents - make sure that the area is regularly inspected, secure and safe.

**Key contact:**

Mrs D Wall - 731186 Minchinhampton Parish Clerk

Barry Halliday - 886646 Hampton Waves Residents' Association

#### **x) Consulting with Woolaway residents**

Tenants living in Woolaway properties understand that full surveys will be carried out on their individual homes if they have not been tested already - to highlight structural problems that exist in each individual home. They wish to be consulted with on an ongoing basis and kept up to date on progress.

##### ***The Agreement***

The Council arranged local meetings with Woolaway tenants and the consultants appointed to carry out the survey - to inform them of the process, timescales and answer questions. Further meetings will be arranged if needed. Following any meeting the Council will issue Woolaway tenants with a short newsletter summarising the information given out at the meetings.

##### **Key Contact:**

Ruth Kirkup - 754017 Housing Asset Manager

### **Section 5 Monitoring and Reviewing this Agreement**

This Agreement will be monitored on a quarterly basis as a part of the Association's committee meetings or general meetings. All residents and other parties to the Agreement will be notified when these meetings will take place and be given the opportunity to attend. These will all be held in the communal lounge of George Pearce House sheltered scheme. All residents will be given information on the monitoring meeting through the Association's regular newsletter and will be encouraged to give the Committee feedback.

The Association's committee will accompany the Estates Manager and interested Councillors on a walk around their area two times a year at mutually convenient times. They will point out issues of concern, which may relate to issues detailed in Section 4 of this agreement. The Estates Manager must respond to the issues raised within 10 days of the visit. The Association will carry out a yearly survey of all residents in its area to help negotiate the goals to be set in next year's Agreement.

A reviewed Agreement will be published and given out to all residents each year. It will summarise achievements against this year's aims as well as agreed goals for the following year. Complaints that any party is not working to the terms of the Agreement should be made to both Ann Thomas or Janet Kirby, Joint Chairs of Hampton Waves Residents Association, and Anne Dixon, Principle Tenant Participation Officer, who will consult with other parties to the Agreement and respond within 10 days. If the complaint concerns the running of the Association it should be made to Anne Dixon only.

**Key contacts:**

Ann Thomas - **886361** Hampton Waves Residents' Association  
Janet Kirby - **885852** Hampton Waves Residents' Association  
Anne Dixon - **754164** Principle Tenant Participation Officer

## **Section 6 Key Contacts**

Here are the names and telephone numbers of key tenants' representatives, councillors and officers. All numbers have the Stroud code of (01453) unless stated.

### **● Hampton Waves Residents' Association**

Ann Thomas, Joint Chair/ Treasurer	<b>886361</b>
Janet Kirby, Joint Chair / Secretary	<b>885852</b>
Barry Halliday, Vice Chair	<b>886646</b>

(Other committee members are: Lorna Ashley, Shirley Sandy, Jo Becker, Margaret Clifford, Violet Stephens, Katrina Thompson, Caroline Tooley and Karobi Hayden.

### **● District Council - Councillors**

Elizabeth Bird	<b>886413</b>
Joe Forbes	<b>883460</b>

### **● District Council - Officers**

Stephen Chalmers, Contracts Manager	<b>754070</b>
Lucy Clements, Tenant Participation Officer	<b>754151</b>
Alex Davies, Animal Welfare Officer*	<b>754491</b>
Anne Dixon, Principle Tenant Participation Officer	<b>754164</b>
Clinton Davies, Estates Officer	<b>754156</b>
Ruth Kirkup, Housing Asset Manager	<b>754017</b>
Carlos Novoth, Public Spaces Officer	<b>754412</b>
Kevin Pring, Estates Manager	<b>754161</b>
Hilary Smart, Repairs Manager	<b>754155</b>
Lisa Samak, Public Spaces Officer	<b>754403</b>

To email officers use first name.surname@stroud.gov.uk

\* to ensure a speedy response phone rather than email in an emergency

● **Parish Council**

Mrs D Wall, Clerk **731186**  
minchparish@btconnect.com  
Eilish Cope, Chair **886776**  
eilis.johncope@btinternet.com  
Gerald Ford, Councillor **884220**  
gerald@minch58.freemove.co.uk

● **County Council - Officers**

Derek Lucas **(01452) 425343**  
Transport Procurement and Operations Manager  
Georgina Taylor **(01452) 425628**  
Passenger Transport Officer,

● **County Council - Councillor**

Dr John S Waddington **883238**  
john.waddington@gloucestershire.gov.uk

● **Sanctuary Housing Association**

Waleed Ahmeed, **07795 666347**

Designed and published by Stroud District Council  
with input from the Editorial Panel



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Stroud District Council, Ebley Mill, Stroud, Glos GL5 4UB  
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**(01453) 885852/886361**