

Neighbourhood Agreement



2005 - 2006
3rd Edition



between

- Stroud (Middle of the Hill) ● Residents' Association
- STROUD DISTRICT COUNCIL ●
 - Stroud Town Council ●
- Gloucestershire Constabulary ●
 - Neighbourhood Watch ●
 - County Councillor ● (Stroud, East Division)
- Adult Education Consortium ●



agreement



STROUD
DISTRICT
COUNCIL
www.stroud.gov.uk



Stroud (Middle of the Hill) Neighbourhood Agreement 2005/6

Introduction This is an Agreement between:-

- residents living in Nouncells Cross, in 1 to 27 (odd) and 22 to 46 (even) Bisley Old Road and Keens and Rose Cottage in Stroud
- and the Town, County and District Councillors for Stroud (Valley and Slade)
- the Police
- Neighbourhood Watch, and
- officers of Stroud District Council
- Adult Education Consortium, Stroud College

Their shared vision is:-

‘To promote community spirit and a better quality of life for all residents, in a cleaner, more attractive and safer environment of which we can all be proud.’

This agreement shows what the community feel are the issues of most importance to them at the moment and the ways they can be involved in the services identified.

Background

The first Agreement was negotiated between March 2002 and May 2003. This is the third year and an update to the original. The committee of Stroud (Middle of the Hill) Residents' Association which represents the above area identified the issues it felt should be covered in the Agreement. It has consulted its members through its newsletter to find out what they thought.

This Agreement summarises the outcomes of these meetings and consultation following the draft version of this Agreement being circulated. It will be published 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 improve the community and deal with local issues. It is divided into the following headings:-

- Section 1** Stroud Middle of the Hill Residents Association - the situation now
- Section 2** Funding
- Section 3** Standards to reach
- Section 4** The issues and aims:
 - Keeping area clear of litter and bulky refuse
 - Reducing dog fouling
 - Improving communal cleaning
 - Dealing with anti-social behaviour, drugs and crime
 - Improving car parking facilities and its use
 - Ensuring the safe evacuation from flats in cases of fire
 - Improving pedestrian safety on Bisley Old Road
 - Promoting the use and development of the community meeting room
- Section 5** Monitor and review the Agreement
- Section 6** Key contacts

**Our Signed
Commitment**

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:

Veronica Davis

Chair, Stroud (MoTH) Residents' Association

Councillor Sarah Lunnon

District Councillor

Councillor Gwen Belcher

District Councillor

Councillor Sheila Booth

Stroud Town Council

Councillor Brian Oosthuysen

County Councillor

Councillor John Jeffreys

Cabinet Member for Housing

Inspector Nick Holmes

Stroud Police

Rick Pellatt

Neighbourhood Watch Field Officer

Steve Neale

Head of Housing Management

Barbara Page

Adult Education Consortium, Stroud College

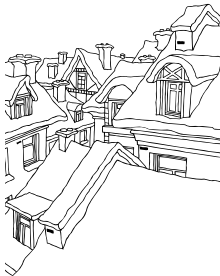
Date: 6th October 2005

Section 1 Stroud Middle of the Hill Residents' Association - the situation now

Stroud (Middle of the Hill) covers 83 council and ex-council properties and private properties in Nouncells Cross and Bisley Old Road. It is run by a committee of residents who were elected at its Annual General Meeting on 10th February 2005.

The Association was set up in October 2000 with its Councillor's encouragement following residents being concerned about a range of issues including the level of crime, inadequate lighting and improvements needed to make their area a more secure and safer place to live. They felt that residents could get more done by speaking with one voice. The Association's aims are set out in its Constitution (copies of which are available on request). They include:-

- promoting the unity of tenants and residents and actively encourage all members of the community to become involved
- improving the area both socially and visually
- campaigning for tenants rights and improvements to houses and amenities in the surrounding area
- organising social events for the community, and
- setting up and promoting a Neighbourhood Watch Scheme for its area.



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. Its meetings will be held in the Community Room at Nouncells Cross and will be publicised on an individual basis. The committee will organise general meetings involving all parties to the Agreement to monitor the Agreement.

These will usually be held in the Nouncells Cross Community Room from 2.00pm on the following dates:-

- **Thursday 6th October 2005**
- **Tuesday 17th January 2006**
- **Wednesday 5th April 2006**
- **Tuesday 4th July 2006**

The Association has representation on the following District Council groups:-

- **Tenants' Benefit Focus Group**)
- **Communal Cleaning Focus Group**) Sue Griffiths **07715 349567**
- **Best Value Review Champions**)
- **Tenant Participation Compact Panel**)

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

- the Tenants' and Residents' Forum (which Sue Griffiths has Chaired from 7 April 2003), and
- the Housing Management Forum

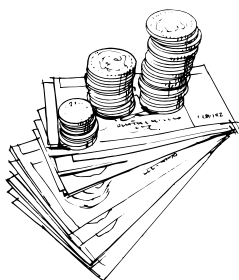
Details of these are in the Stroud District Council Housing Partnership Agreement. This publication is given out each year to all Council tenants and leaseholders and explains the ways they can have their say about the housing service the Council provides.



Key contacts: Veronica Davis, Chair, on **(01453) 755895**
Sue Griffiths, Secretary on **07715 349567**

Section 2 Funding

The Council gives Stroud (MoTH) Residents' Association an annual grant of £200 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, paying for telephone calls etc.). The Council will also arrange to pay for the yearly subscription to the Tenant Participation Advisory Service (TPAS), which gives independent information, training and advice.



The Association also has access to the Environmental Fund. This is to fund one-off schemes in Association's areas which will benefit their community as a whole. Associations assess and decide which schemes will be paid for from this Fund at Tenants' and Residents' Forum meetings. Last year and this year the Association has successfully bid for £10,000 towards the cost of converting stores at Nouncells Cross into a community meeting room.

The Association also organises fund raising events so it can do more for its community.

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, produced within seven days, show how decisions have been reached. Committee members must sign a confidentiality statement each year. Most meetings are open to Association members and are held locally. The Council's Tenant Participation Officer

can attend any Association meeting 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 three newsletters each year, which it delivers to each property in its area. It also puts information and flyers in the local shop and on the communal doors.

- **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

Keeping area clear of litter and bulky refuse

The issues

Residents feel litter is a problem due to existing bins not being emptied and bins when removed not being replaced. Some residents, their visitors or people walking through the area drop litter. The wheelie bin area is not emptied regularly enough and is misused. The bin areas quickly become full of litter.

The Agreement

The Association will contact the District Council if any of its members sees litter which needs to be picked up. This will be collected by Serviceteam, the Council's contractor, usually within 10 working days of being reported of being reported.

The Association has provided additional litter bins paid for from the Environmental Fund. The Council's contractor, Serviceteam, will continue to empty the wheelie bins every Thursday. If there is a build up of litter, the Residents' Association will lobby the Council to provide an additional weekly collection.

Every two months the District Council's Technical Contracts Officer will monitor the litter problem on the communal grassed area on the junction with Summer Street and will arrange litter collection as needed. A review of whether more litter bins are needed will also be made over the coming year.

The District Council will remind tenants of their responsibility to put their rubbish in the wheelie bins provided in Nouncells Cross and for those on Bisley Old Road to put their rubbish out on the morning of collection rather than the night before. The Association's own newsletters will contain reminders if the problem persists.

The District Council's Housing Officer will arrange to have the bin areas swept every six months starting from August 2005.

The Council and the Association will continue to encourage use of the recycling area and the bulky item collection point.

Key contact:

Lisa Samak, Technical Contracts Officer on **754403**

Carlos Novoth, Technical Contracts Officer on **754412**



Reducing Dog Fouling

The Issues

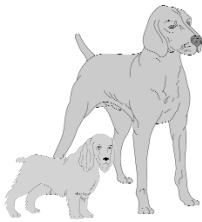
Dogs foul on the grassed and paved areas including tenants gardens and are sometimes unattended.

The Agreement

The Association will encourage all residents to report to the District Council's Dog Warden any dog owner who they see not clearing up their dog's mess or giving specific times when dogs are likely to be out or times when offences occur. The Council's Dog Warden will respond to any individual dog-related complaint. She will also, if required, make home visits to advise dog owners of their responsibilities.

The Council's Dog Warden will provide the Association with educational leaflets for it to distribute with its own newsletter. The Council will also bring a display about the Dog Warden Service to the Association's annual fete if it can, to promote responsible dog ownership.

The Council will endeavour to prosecute offending dog owners where witnesses come forward who are prepared to make statements.



Key contact:

Alex Davies, Animal Welfare Officer on **754497**
Natasha Anderson, Dog Warden on **754491**

Improving Communal Cleaning

The Issues

Residents feel that the communal hallways and landings often have litter dropped on them and sometimes mud is tracked in. They also feel that the cleaning service provided by the Council's contractor, Serviceteam is not always to the standard expected.

The Agreement

The communal hallways are cleaned by Serviceteam every Tuesday from the beginning of April to the end of September and every Tuesday and Thursday from October to the end of March. The Housing Officer will continue to inspect the standard of communal cleaning as part of his monthly estate inspection and on other occasions on a responsive basis only.

The Association has been provided with a specification detailing the standard of cleaning expected of the contractor. It will put forward several named volunteers to regularly check the hallways to make sure that cleaning is being done on the specified days and that it is of a good standard. Serviceteam cleaners will be required to get one of the named volunteers, where possible, to sign each week to confirm that the cleaning has been carried out satisfactorily.

If the Association finds cleaning has not been done or is unsatisfactory, it agrees to contact the Housing Officer who will make a complaint to Serviceteam and allow it 24 hours in which to do the work necessary. The Association / Housing Officer will check to ensure the work has been carried out. If it has still not been done satisfactorily the Housing Officer will contact the Council's Technical Contracts Officer who will take any necessary penalty action. This could result in a reduction in payment to Serviceteam.



A representative from the Association is a member of the Communal Cleaning Focus Group, which started in April 2005. This meets bimonthly to look at communal cleaning services in flats and sheltered schemes.

Key contact:

Lisa Samak, Technical Contracts Officer on **754403**
 Clinton Davies, Housing Officer on **754156**
 Sue Griffiths, Stroud (Moth) Residents Association
 on **07715 349567**

<i>Cleansing specification of Common Areas</i>		
Cleansing time 9.00am - 4.00pm		
Frequency	Item	Short Description
October - March (inclusive) Twice weekly	Floors/stairs Mats	Sweep/broom Deck scrubber/dry Remove dirt/dust
April - September (inclusive) Weekly	Floors/stairs Mats	Sweep/broom Deck scrubber/dry Remove dirt/dust
Weekly Monthly	Handrails/banisters Doors Ceilings Walls Overhead ledges, fixed equipment/fitings Window surrounds (internal) Fixed equipment/fitings Skirting	Wipe/buff Wipe/buff Dust Dust Dust/wipe/buff
Yearly	Light shades/diffusers	Wipe/buff
Saturday and out of hours, Sundays and Bank Holidays	Floor/stairs Mats Handrails/banisters Doors Skirting	Sweep/broom Deck scrubber/dry Remove dirt/dust Wipe/buff Wipe/buff Wipe/buff

Dealing with anti-social behaviour, drugs and crime

The Issues

Some residents play loud music, slam their doors or are generally noisy and disturb their neighbours. Drug users do not always dispose of their needles in a safe way. Some residents drive their cars recklessly when entering the car parks. There is persistent vandalism to the communal doors and voice entry system.

The Agreement

The District Council will remind all tenants through an article in Keynotes that one of their tenancy conditions is not to cause any disturbance to people living in their area.

The Association will notify the Housing Officer if it receives or witnesses noise related problems and it will also encourage its members to keep a written record / diary of when such instances occur which could be used as evidence if the Council needs to take action against the offenders tenancy. In persistent noise disputes, the Council will offer the complainant the loan of noise monitoring equipment, to back up the written evidence available. The Association will also encourage that noise and other disturbances are reported to the police and an incident number obtained.

Where appropriate the Association will inform and work with the Council's Anti-social Behaviour Co-ordinator to discourage instances of antisocial behaviour. The Area Manager (North) will give the Association regular verbal feedback on how its referrals are being dealt with.

The Local Neighbourhood Watch Co-ordinator will receive regular information from the police about local crime. She will pass on this information to elderly residents in the bungalows through personal contact and others through flyers.



The Association will work with the police and Neighbourhood Watch to set up surgery days when the community meeting room will be used to give crime prevention advice as well as information on other services such as energy efficiency and NHS Direct. The Association's representatives will also help staff and publicise these events.

The group will continue to lobby the Council for consideration to be given to replacing the existing communal doors or at best to make improvements.

Key contact:

Hilary Smart, Area Manager (North) on **754161**

Colin Peake, Antisocial Behaviour Co-ordinator on **754297**

Veronica Davis, Local Neighbourhood Watch Co-ordinator on **755895**

Rick Pellatt, Neighbourhood Watch Field Officer on **(01452) 335623**

Nick Holmes, Stroud Police on **0845 090 1234**



Improving Car Parking Facilities and their use

The Issue

There is a general shortage of car parking space which is made worse by poor parking and vehicles occasionally being abandoned and untaxed. The residents consider the surface of the car parks in poor condition and in need of resurfacing and line markings. They also feel that the top car park is poorly lit. There is also concern about the driving speed when entering and leaving the top car park.

The Agreement

The Association's members will report to the Council vehicles which are untaxed or abandoned. The Council agrees to put stickers on such vehicles, which will give the owner(s) 14 days to arrange their removal. During this period it will also contact the Police and Driver Vehicle Licencing Agency to find out who owns the vehicles and will then write to them giving 10 days to remove the vehicles. In default the Council will arrange for removal and make a charge for this service (around £450 currently).

If a vehicle is being driven whilst not taxed the Council will inform the police who will take action if it can stop the vehicle when it is being driven.

The Association will remind its members that parking is limited and not to cause obstructions to other vehicles.

The Council's Housing Officer will continue to inspect the Nouncells Cross area on a monthly basis and look out for abandoned vehicles as part of this inspection. He will make a quarterly inspection accompanied by tenants' representatives.

The top car park area has recently been resurfaced. The Association Council will continue to lobby the District Council to renew the car park markings to encourage better parking.

Key contact:

Stephen Chalmers, Contracts Manager on **754070**

Clinton Davies, Housing Officer on **754156**

Mark Arnot, Community Safety Officer on **754379**

(Removal of abandoned vehicles)

Ensuring the safe evacuation from flats in cases of fire

The issue

Residents were unsure about exactly what to do in the case of a fire in Nouncells Cross flats. There is concern that a build up of rubbish could pose a fire risk. Residents were also concerned about the access for emergency vehicles due to parking issues.

The Agreement

Following the Council having liaised with the Gloucestershire Fire and Rescue Service, it agrees to publicise the fact that the communal stairs in the Nouncells Cross flats are the means of escape in cases of fire. The Area Manager (North) has drawn up a leaflet about fire safety, which will include a reminder to tenants not to leave rubbish in communal hallways and drying areas.

The Council will inspect the stairs areas, and drying areas each month to ensure no rubbish has been left which could pose a fire hazard. It will arrange disposal of such items when necessary.

The Council does not consider the roof of the flats as an escape route in case of fire and wishes to discourage residents accessing the roof.

The Council confirms that it will not provide fire extinguishers for the Nouncells Cross flats, as it does not recommend that tenants tackle any fire themselves. All fire doors and individual front doors give a 30 minute fire delay.

The Association through its newsletter will also warn its members of the fire hazards of dropping rubbish. It will regularly inspect communal areas and report rubbish to the Housing Officer to arrange removal.

The Fire Service has confirmed that it has sufficient access for emergency vehicles.

Key contact: Hilary Smart, Area Manager (North) on **754155**

Improving pedestrian safety on Bisley Old Road

The issue

Vehicles drive at speed on the Bisley Old Road and residents feel there is a need for a pedestrian crossing.

The Agreement

The County Council has consulted the Association about proposals for a traffic-calming scheme including a 'puffin' crossing at the Summer Street, Hollow Lane junction.

The County Councillor will lobby the Highways Division of the County Council about the Association's request for double yellow lines at the junction of Bisley Old Road and Middle Hill. The County Council has supplied a grit bin and grit adjacent to the poop scoop bin in Middle Hill. The Association will continue to check the bin and will notify the County Council if the bin is not kept adequately stocked.

Key contact:

Sheila Booth, Stroud Town Council on **762817**
Councillor Brian Oosthuysen on **873469**

Promoting the use and development of the Community Meeting Room

The issue

In the past year the Association has raised funds to convert the redundant paint store at Nouncells Cross into a community meeting room.

The Agreement

The facility is there for use by residents and the Association will encourage use by other agencies (including Councillors and officers) to bring additional services to Nouncells Cross.

The committee is already talking to Neighbourhood Watch and the Police about setting up regular surgery days. The target is to set this up by April 2006.

The Association will seek funding from grants to pay for adult education courses, equipment and for other events.

Tenant Services will continue to offer support and advice throughout.

The Association has set a target of raising £500 through its own funding raising and social events.

Key contact:

Stuart Strathearn, Tenant Participation Officer
on **754174**

Stephen Chalmers, Contracts Manager on **754170**

Sheila Booth, Stroud Town Council on **762817**

Barbara Page, Adult Education Consortium on **761209**

Gwen Belcher, Councillor (Slade Ward) on **764929**

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.

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.

Details of agreed changes to the Agreement will be given in the Association's newsletter 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.

Any complaint that any party is not working to the terms of the Agreement should be made to Veronica Davis, Chair of Stroud (MoTH) Residents' Association or Anne Dixon, Tenant Services Manager (if the complaint concerns the running of the Association) who will consult with other parties to the Agreement and respond within 10 days.

Key contacts:

Veronica Davis, Stroud (MoTH) Residents' Association
on **755895**

Anne Dixon, Tenant Services Manager
on **754164**

Section 6 Key Contacts

- **Stroud (MoTH) Residents Association**

Veronica Davis, Chair	755895
Sue Griffiths, Secretary	07715 349567
To email	sue.griffiths@tiscali.co.uk

(Other committee members include: Rosemary Tanner, Marco Gianetti, Joyce Bishop, James Bishop, Kim Taylor, Sarah Blanch and Adrian Saunders)

- **District Council - Councillors**

Sarah Lunnon	834026
Gwen Belcher	764929

To email District Councillors use:
cldr.their.firstname.surname@stroud.gov.uk

- **District Council - Officers**

Natasha Anderson, Dog Warden	754491
Stephen Chalmers, Contracts Manager	754070
Alex Davies, Animal Welfare Officer	454497
Clinton Davies, Housing Officer	754156
Anne Dixon, Tenant Services Manager	754164
Sue Leighton-Boyce, Rehousing Manager	754063
Carlos Novoth, Technical Contracts Officer	754412
Lisa Samak, Technical Contracts Officer	754403
Hilary Smart, Area Housing Manager (North)	754155
Phil Sullivan, Head of Community Safety	754280
Colin Peake, Antisocial Behaviour Co-ordinator	754297
Stuart Strathearn, Tenant Participation Officer (North)	754174
Mark Arnot, Community Safety Officer	754379

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

- **Town Council**

Mrs S Creswick, Clerk	762817
Email	council@stroudtown.gov.uk
Councillor Gwen Belcher	764929
Councillor Sheila Booth	762817
Councillor Charlie Buntin	
Councillor Sheila Hume	
Councillor David Michael	

- **County Council - Councillor for Stroud East**

Councillor Brian Oosthuysen	873469
To email	brian.oosthuysen@gloucestershire.gov.uk

- **The Police**

Inspector Nick Holmes	0845 0901234
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- **Neighbourhood Watch**

Rick Pellatt, Neighbourhood Watch Field Officer	(01452) 335623
Veronica Davis, Local Co-ordinator	755895
Sue Griffiths, Assistant Local Co-ordinator	751275

- **Stroud College**

Barbara Page, Adult Education Consortium	761209
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Designed and published by the Public Relations Section
of Stroud District Council with input from the Editorial Panel



*Residents (back) read chapter and verse to the
other partners of the Agreement*



*Councillor John Jeffreys hands over the keys to the
Community Room to Chair Veronica Davis*

For information contact
Housing Management Division
Stroud District Council, Ebley Mill, Stroud, Glos GL5 4UB
(01453) 754174/51
Stroud (Middle of the Hill) Residents' Association
(01453) 751275