



Homes for Northumberland Neighbourhood Agreement



How we will work with
tenants and partners to
improve the quality of
life for those living in
our neighbourhoods.





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Introduction

This Neighbourhood Agreement sets out what you can expect from Homes for Northumberland and our partners. It also includes information on how you, as a resident, can contribute to improving the quality of life for your community.

Homes for Northumberland aims to create neighbourhoods which are safe and enjoyable places to live. To help us achieve this, we worked closely with our partners and tenants to identify the following two key areas for our Neighbourhood Agreement to focus on:

- **Keeping your neighbourhood clean and tidy**
- **Making you feel safe in your neighbourhood**

Our Neighbourhood Agreement aims to make the places where you live; safer, cleaner and more pleasant.

Who has signed up to this agreement?

Homes for Northumberland, Northumberland County Council, Northumbria Police and tenants have agreed to the following Neighbourhood Agreement.

Keeping your Neighbourhood clean and tidy

Homes for Northumberland Neighbourhood Housing Team will:

- Regularly inspect your estate to ensure that the promises of partners are being maintained
- Advertise Estate Walkabouts and encourage residents to be involved, through direct invitations where applicable
- Provide feedback to residents of the results of the Estate Walkabouts
- Visit all new tenants within the first 6 weeks of their tenancy to ensure they are settling in
- Ensure tenants are aware of their responsibility to maintain their gardens in a reasonable manner and take appropriate action where necessary
- Offer practical advice and support to tenants as required and involve Independent Support Agencies with permission from the tenant
- Provide your Neighbourhood Housing Officer with a budget to enable them to deliver small scale improvements on your estate.

Northumberland County Council (Highways & Neighbourhood Services) will:

- Provide regular weekly inspections, removing litter, grit, debris, and animal fouling from roads, footpaths and other pedestrian areas. Patrols will take place on estates to check for glass and this will be removed daily if required
- Target identified 'hot spots' for regular litter picks
- Provide a regular street cleansing service to the estate by a mechanical sweeper
- Carry out a weed control programme to keep footpaths and roads clear of excessive weed growth. Spraying will take place three times a year
- Remove illegally dumped waste (fly tips) from roads, footpaths, pedestrian areas and other Council owned land, following routine inspections of regular dumping sites or after being notified by residents
- We will maintain open plan areas to the following standards:
 - Grass cut every 10 working days throughout the growing season
 - Edge grass adjacent to footpaths every four years
 - Shrub areas shall be weeded and bark mulch applied annually during the winter months
 - Shrub areas shall be pruned every three years
- Investigate fly tips on private land using Environmental Enforcement Officers
- Remove offensive graffiti in 24 hours of receiving a complaint
- Remove general graffiti within 10 working days
- Investigate instances of illegal dumping and prosecute offenders. This may involve cameras being put up to collect evidence

- Provide a regular service to empty road gullies of silt and litter to prevent flooding. Gullies situated in areas where there is a high risk of flooding will be cleaned at least once a year.

Northumberland County Council (Waste Services) will:

- Collect normal domestic waste from households on a regular fortnightly cycle. On alternate weeks, green and blue bins placed on the street will be emptied. Residents who have purchased a brown bin for garden waste will have it collected on a fortnightly basis.
- On request, collect waste which is too bulky or difficult to handle by the fortnightly regular collection within 10 days of the service being requested and payment being received.
- Provide a quotation for the collection and disposal of DIY waste, fixtures and fittings if requested to do so and undertake the collection within 10 working days of the quote being accepted and payment being received.
- Remove hazardous waste in 2 working days.
- Investigate all reports of abandoned vehicles within 24 hours in partnership with Northumbria Police. Arrange for the removal of all vehicles Northumbria Police can confirm have been abandoned within 24 hours of receipt of this confirmation.

Northumberland County Council (Public Protection Service) will:

- Respond to complaints about stray dogs within one working day
- Investigate complaints about dog fouling in public places within three working days.

Making you feel safe in your neighbourhood

Northumbria Police will:

- Aim to respond to emergency situations within 10 minutes
- Collaborate effectively with Homes for Northumberland or Northumberland County Council on tenancy enforcement issues including Anti-Social Behaviour Orders
- Police Support Officers (CSOs) will be deployed on estates when required
- Neighbourhood Beat Managers, supplemented by Police Community Support Officers and uniform Police Officers will regularly patrol estates including foot and cycle patrols as appropriate
- Use 'Designated Public Place Orders' (DPPO) when necessary. The Police will enforce powers to seize alcohol and deal positively with those contravening these orders
- Provide monthly updates to the community via the 'Partners and Communities Together' meeting, website updates and press releases

- Raise crime and disorder related issues at Local Multi Agency Problem Solving meetings
- Under the Violent Crime Reduction Act 2006 will utilise powers by moving on those individuals who are likely to offend and prevent their return for up to 48 hours
- Will proactively work with partners to target individuals who are involved in the supply of alcohol to underage youths
- Will use Section 59 of the Police Reform Act 2002 to seize vehicles belonging to those who are found to be causing a nuisance to the general public
- Will work with Homes for Northumberland's Safer Neighbourhoods Unit to respond to community concerns surrounding crime and Anti-social Behaviour

Homes for Northumberland's Safer Neighbourhoods Unit will:

- Respond to and investigate complaints relating to unacceptable behaviour within agreed timescales
- Use mediation to resolve disputes whenever possible
- Investigate complaints with regards to Council house tenancies and work with Northumberland County Council's Safer Community Team where owner occupied properties or private tenancies are involved

- Deal with complaints in a confidential manner
- Every complainant will be kept fully informed of the progress and outcome of their complaint
- All complaints will be recorded and handled within set timescales
- Information will be shared with other partners and agencies to help resolve a specific problem in your area
- Where appropriate all legislation and powers will be used to protect the complainant and the community
- Officers will conduct out of hours operations when required, working with Northumbria Police to reassure residents and gather evidence of any anti-social behaviour in a specific area
- Staff will endeavour to attend residents meetings when invited
- All witnesses required to attend court will be supported throughout the process by staff. A referral to victim support will be offered in all cases
- Press releases will be used in proportion to the actual case
- Make use of CCTV when appropriate
- Use noise monitoring equipment when appropriate
- Carry out works to properties to improve their security and the safety of residents when required.

How we will demonstrate that we are achieving these standards

- Evidence of meeting agreed performance standards – performance on key indicators agreed with customers will be published in Your News and discussed at the Neighbourhoods and Community Service Panel
- Customer satisfaction – we will survey our customers on a regular basis to learn their opinions on the neighbourhoods in which they live
- The Neighbourhood and Community Service Panel will meet at least three times a year and will review performance and the outcomes from estate walkabouts
- We will publish an Rate your Estate Guide which provides a framework against which estate standards can be fairly assessed by Homes for Northumberland and our customers
- We will 'mystery shop' elements of the service and publicise the results in Your News



What can you do to support the agreement

As a resident of an estate managed by Homes for Northumberland, you can support our work by committing to the following:

- I will respect people whatever their age, background or lifestyle. We must tolerate and respect different lifestyles and be reasonable about how our lifestyle affects each other. Everyone has an equal right to live peacefully
- I will keep my dog under control at all times. I will clean up after my dog and not let it bark to the annoyance of other residents
- I will not leave rubbish anywhere other than the bins provided. I will make sure rubbish is bagged. I will put my uncontaminated bin on the street on bin day to be emptied
- I recognise that Homes for Northumberland and the Police cannot do anything about the problems that they do not know about. I will report issues of crime and anti-social behaviour that I have, or I see, to the relevant people
- I will report all incidents of vandalism and graffiti that I see to the relevant people
- I will not play loud music late at night or at other times, to the annoyance of my neighbours and other residents

- I will take responsibility for my own behaviour and that of my children, friends and visitors
- I will let children play. We must be tolerant and reasonable before complaining. If children harass or disturb others then complaints are justified. In this case, parents must be reasonable in their response
- I will not swear or use any other form of verbal abuse against other residents, especially young people
- I will park my vehicle with consideration and courtesy toward my neighbours
- I will not purchase on behalf of; or sell alcohol to, under age youths and will not allow any member of my household to drink on open public areas around the estate
- I will not ride or allow any member of my household to ride mini motorbikes around the paths and fields of the estate
- I will not possess or sell or allow any member of my household to sell or possess illegal drugs from my home

This agreement is a key element in Homes for Northumberland's Neighbourhood Management Strategy.

If you would like to make any comments on the way in which Homes for Northumberland manage your neighbourhood, if you feel any areas of this agreement are not being kept or if you have any queries on any part of this agreement, please contact our **Customer Services Centre** on **01670 542424**.

Useful Contacts

Homes for Northumberland 01670 542424

(Mon – Thurs 8.00am – 6.00pm, Fri 8.00am – 5.00pm)

Northumberland County Council 0845 600 6400

(Mon – Fri 8.00am – 7.00pm)

Northumbria Police (Non emergencies) 101

Police / Fire / Ambulance – emergency 999



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We can provide this information in alternative formats and languages.
For more details, please contact the Customer Services Centre.

Arabic

يمكننا تقديم هذه المعلومات بتنسيقات ولغات أخرى. إذا كنت ترغب في الحصول على هذه المعلومات بتنسيق أو لغة أخرى، برجاء الاتصال بمكاتبنا

Bengali

আমরা এই তথ্য বিকল্প ফরম্যাট ও ভাষায় প্রদান করতে পারি। আপনি যদি এই তথ্য বিকল্প ফরম্যাট বা ভাষায় পেতে চান, তাহলে অনুগ্রহ করে আমাদের যে কোনো একটি অফিসে যোগাযোগ করুন

Chinese (simplified)

我们可以提供此资料的其它格式和语言版本。如果您希望获取其它格式或语言版本，请与我们的任一办事处联系。

Chinese (traditional)

我們備有此資訊的其它格式和語言版本。若您需要其它格式或語言版本，請聯絡我們的辦事處。

Hindi

हम यह जानकारी वैकल्पिक फार्मेटों और भाषाओं में सुहाय्य करा सकते हैं। अगर आप अन्य फार्मेट या भाषा में जानकारी चाहते हैं तो कृपया हमारे कार्यालयों में से किसी एक में संपर्क करें

Polish

Możemy udostępnić Państwu te informacje na różnych nośnikach i w różnych językach. Gdyby chcieli Państwo otrzymać informacje na innym nośniku lub w innym języku prosimy skontaktować się z jednym z naszych biur.

Portuguese

Podemos disponibilizar esta informação em formatos e línguas alternativas. Se gostasse de receber informação noutro formato ou língua, por favor contacte um dos nossos escritórios

Punjabi

ਅਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਬਦਲਵੇਂ ਫਾਰਮੈਟਾਂ ਅਤੇ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਸੀਂ ਜਾਣਕਾਰੀ ਨੂੰ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਜਾਂ ਭਾਸ਼ਾ ਵਿਚ ਪਸੰਦ ਕਰੋਗੇ, ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਦਫਤਰਾਂ ਵਿਚੋਂ ਇਕ ਨੂੰ ਸੰਪਰਕ ਕਰੋ

Slovak

Môžeme poskytnúť tieto informácie v ďalších formátoch a jazykoch. Ak budete chcieť informácie v iných formátoch a jazykoch, prosím, kontaktujte jednu z našich kancelárií.

Turkish

Bu bilgileri başka formatlarda ve dillerde sağlayabilmekteyiz. Bilgiyi başka bir formatta veya dilde almak isterseniz, lütfen ofislerimizden biriyle irtibat kurunuz.

Urdu

ہم یہ معلومات متبادل شکلوں اور زبانوں میں فراہم کر سکتے ہیں۔ اگر آپ کو یہ معلومات کسی دیگر شکل یا زبان میں مطلوب ہو تو، براہ کرم ہمارے کسی دفتر سے رابطہ کریں