



Pennycrofts Court Community Agreement

The Pennycrofts Court Community Agreement is available in large print and alternative formats.

What is the Pennycrofts Court Community Agreement?

It is an agreement between Stafford and Rural Homes (SARH) and all residents of Pennycrofts Court (the Annexe and the Main Block).

It does not replace a Tenancy Agreement, but it explains how customers are expected to conduct themselves in their daily lives, showing care and consideration for their neighbours. It also details the services that customers can expect from SARH.

What is the aim of the Community Agreement?

‘Being a good neighbour – your right to a quiet life’.

Pennycrofts Court is a good place to live, but the actions of the selfish minority can often spoil life for everyone. Together we will make a united stand against anyone who does not respect their neighbours, their environment, their homes or the law. This community will succeed if we all work together.

Who is involved?

- **You** – as a customer of SARH. This includes SARH tenants, leaseholders and private tenants.
- SARH (including the Neighbourhood Services Teams and Caretaking Service) and any contractors employed by SARH to provide services.

What is expected of residents (tenants, leaseholders and other members of their households)?

With regard to each other

Respect

Residents should respect other people, whatever their age, gender, sexual orientation, religious belief, ethnicity and disability. Everyone must tolerate

and respect different lifestyles and be reasonable about how your lifestyle affects others. Everyone has an equal right to live peacefully.

Furthermore, residents should agree to:

- Behave well towards each other inside and outside their homes.
- Help SARH make sure Pennycrofts Court stays a good place to live.
- Take responsibility for their own behaviour and that of their children, friends and visitors.
- Show tolerance and reasonableness towards others. For example, not holding the lift doors open and talking to friends when others could wish to use it.
- Do not drop litter, dump rubbish or allow properties to be vandalised and graffitied
- Keep dogs on a lead and not allow them to toilet inside the building.
- Not park vehicles in the area marked 'No Parking'. This is reserved for emergency vehicles such as ambulances and fire engines.
- Not park vehicles on pathways or grassed areas.
- Not loiter in the stairwell or communal areas.
- Keep windows clean and tidy.
- Keep doors to their flats clean.
- Not leave unwanted furniture on landings or in the bin store.
- Use small bags of waste in the refuse chute (nothing larger than a supermarket shopping bag). Any large items (for example, cardboard boxes) should be disposed of in the bin stores to avoid blockage of the chute.

With regard to SARH

Repairs

(Page 61 in the Customer Handbook and Page 71 in the Leaseholder Handbook provides more information)

The Customer Handbook explains in detail how to report a fault or problem.

- Repairs should be reported as soon as possible to ensure that the problem does not get any worse.
- Repairs may be reported to the Customer Contact Centre (Tel. No. 0800 111 4554) or, for communal areas to the Caretaker. The Caretaker will report the problem on an Issues Log and pass to SARH to deal.
- Don't assume that someone else has reported a fault in a communal area. The Customer Contact Centre will confirm that if it has already been reported.

Anti-Social Behaviour

(Page 55 in the Customer Handbook and Page 65 in the Leaseholder Handbook provides more information)

Anti-Social Behaviour may be defined as **‘any conduct which is capable of causing nuisance or annoyance to any person, and which directly or indirectly relates to or affects the housing management functions of SARH’.**

Committing Anti-Social Behaviour is a breach of the Tenancy Agreement and can result in eviction. SARH takes it very seriously and asks its residents to observe some basic guidelines as detailed below.

- Treat neighbours, in other words, anyone living in the flats or their visitors, with respect and consideration.
- Be aware that noise travels easily in a block of flats so:
 - keep music, TVs etc. to an acceptable level (not loud enough to be heard clearly outside. If playing music, keep the windows closed);
 - remember that shouting and loud arguments may be heard by others; and
 - do not hold lengthy or loud conversations outside someone else’s flat.
- Some common forms of anti-social behaviour that will not be tolerated are (please note that this is not an exhaustive list):
 - foul and abusive language;
 - throwing objects from balconies;
 - urinating, spitting, vomiting or otherwise defiling communal areas, including lifts;
 - smoking and/or the consumption of alcohol in a prohibited area;
 - talking of non-prescription drugs;
 - allowing unauthorised access to a stranger;
 - graffiti;
 - damage to any property owned by SARH or residents;
 - dumping rubbish or dropping litter in communal areas (including the grounds surrounding Pennycrofts Court and the lifts) and bin stores
 - not disposing of waste properly – refuse chutes and bins should be used;
 - and criminal activities
 - persistently noisy dogs

Please report any incidents of anti-social behaviour as soon as possible to the Neighbourhood Services Team and keep a record. SARH will treat all reports in strict confidence.

How will this Agreement be monitored and reviewed?

- A **Pennycrofts Agreement Team (PAT)** (to include customers from Pennycrofts Court and key SARH Staff) has been set up and will meet monthly.
- The PAT use a detailed document entitled '**Pennycrofts Court Community Agreement Monitoring Document**' which includes performance information regarding the work of the caretaker, alongside monitoring for anti-social behaviour and complaints. This is used to monitor the success of the Agreement. Copies of this Monitoring Document are available in the Community Room, the Foyer Noticeboards and from the Caretaker upon request.
- Customers can raise issues through this Group, although discussions about individual residents or properties should not be raised. Individual requests should be directed to SARH in the normal manner.
- The Agreement will be reviewed annually.
- SARH will carry out an annual satisfaction survey of customers in Pennycrofts Court.

How will customers be kept informed?

- The notice boards in the Main Foyer will be used to display minutes from the monthly PAT meetings
- Important updates will be included in a quarterly newsletter (**The Pennycrofts Court Bulletin**) to be delivered to all residents of Pennycrofts Court and to leaseholders not resident in the block.
- Consultation events, when required, will be arranged, publicised and held in the Community Room on the 1st floor of the Annexe or another convenient location.

The Community Agreement Commitment

This agreement has been negotiated between the residents of Pennycrofts Court and officers from SARH.

The Agreement will be reviewed every 12 months

Review Date: 07/2009

I agree with these standards and will abide by them.

Signed.....

Signature.....

Address.....

Date.....

Equality and Diversity Statement

SARH will promote good relationships between individuals and different groups within the community taking positive steps to increase representation in its decision making process. This will include increased representation from hard-to-reach groups and can include; young people, people who are in daytime employment, people with a disability or a limiting long term illness, people from black and minority ethnic communities.

If you would like to find out more information regarding SARH's commitment to Equality and Diversity, then please contact the Policy and Performance Manager on 0800 111 4554 or e-mail enquiries@sarh.co.uk

If you need our documents to be in any other language, please contact the Business Services Team on (01785) 216612.

Useful contacts

Contact	Telephone Number	E-mail	Location
Pennycrofts Caretaker	07800 619690	caretaker@sarh.co.uk	The Caretakers Office on the first floor in the Annexe between 8.00am and 4.00pm Monday to Friday.
Neighbourhood Officer (who deals with ASB, tenancy issues and estate management).	0800 111 4554	tenancies@sarh.co.uk	The Rurals 1 Parker Court Dyson Way Staffordshire Technology Park Beaconside Stafford ST18 0WP
SARH Repairs	0800 111 4554	repairs@sarh.co.uk	The Rurals (Address as above).
Customer Participation	01785 216675	cp@sarh.co.uk	The Rurals (Address as above).

Website www.sarh.co.uk