

# **Swinburne Close Community Agreement**

**The Swinburne Close Community Agreement is available in  
large print and alternative formats.**

**DRAFT**



It is an agreement between Stafford and Rural Homes (SARH) and all residents of Swinburne Close.

It does not replace a Tenancy Agreement, but it explains how customers are committed to conducting 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?**

‘To allow all residents the right to a quiet life and good neighbours’

Swinburne Close is a good place to live, but the actions of the minority can often spoil life for everyone. Together we will make a stand against anyone who does not respect his or her 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** 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**

Residents should respect other people, whatever their age, gender, sexual orientation, religious belief, ethnicity and disability. Everyone must tolerate and respect different lifestyles. Think how your lifestyle may affect others. Everyone has an equal right to live peacefully.

The Community wants residents to;

- Help SARH make sure Swinburne Close is a good place to live.

#### **With regard to SARH**

## Repairs

The Customer and Leaseholder Handbooks explain in detail your responsibilities.

- Repairs should be reported as soon as possible to ensure that the problem does not get any worse.
- Repairs to SARH flats and problems with communal areas should be reported to the Customer Services Centre on free phone 0800 111 4554 or for communal areas to the Caretaker who will ensure they are dealt with
- Don't assume that someone else has reported a fault in a communal area. The Customer Services Centre will confirm to you if it has already been reported.

## Anti-Social Behaviour

The Customer Handbook and Leaseholder Handbooks provide more information

Anti-Social Behaviour may be defined as '**any conduct which is capable of causing distress, nuisance or annoyance to any person**'.

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 and 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 your own flat. 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 :-
  - foul and abusive language;
  - throwing objects from balconies;
  - urinating, spitting, vomiting or otherwise defiling communal areas;
  - smoking and/or the consumption of alcohol in the communal areas;
  - taking 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;
  - not disposing of waste properly – bins should be used;
  - any criminal activities
  - persistently noisy dogs

Please report any incidents of anti-social behaviour as soon as possible to SARH Customer Service Centre on freephone 0800 111 4554 and keep a record. Details will be passed to the Neighbourhood Services Team for follow up action. SARH will treat all reports in strict confidence.

### How will this Agreement be monitored and reviewed?

- A **Swinburne Close Action Team (SCAT)** made up of Swinburne Close residents and SARH staff has been set up and will meet regularly to monitor performance against agreed standards.
- The SCAT will use the '**Swinburne Close Community Agreement Monitoring Document**' which includes performance information regarding how anti-social behaviour, tenancy breaches and complaints should be dealt with. Copies of this Monitoring Document are available upon request.
- Customers can raise issues through this Group, although discussions about individual residents or properties should not be raised. Individual requests for a SARH service should be directed to SARH in the normal manner.
- The Agreement will be monitored monthly and reviewed annually. An annual report will be sent to all residents, leaseholders and leaseholders not resident in the block.
- SARH will carry out an annual satisfaction survey of customers in **Swinburne Close**.

### How will customers be kept informed?

- **The notice boards will be used to display minutes from the monthly SCAT meetings**
- Important updates will be included in a quarterly newsletter (**Swinburne Close Bulletin**) to be delivered to all residents of Swinburne Close including leaseholders, and leaseholders not resident in the flats.
- Consultation events, when required, will be arranged, publicised and held at Swinburne Close community room or another convenient location.

### 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 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 and others who are less well represented.

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](mailto: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
Neighbourhood Officer (who deals with ASB, tenancy issues and estate management).	<b>0800 111 4554</b>	<a href="mailto:tenancies@sarh.co.uk">tenancies@sarh.co.uk</a>	The Rurals 1 Parker Court Dyson Way Staffordshire Technology Park Beaconside Stafford ST18 0WP
SARH Repairs	<b>0800 111 4554</b>	<a href="mailto:repairs@sarh.co.uk">repairs@sarh.co.uk</a>	The Rurals (Address as above).
Customer Participation	<b>01785 216675</b>	<a href="mailto:cp@sarh.co.uk">cp@sarh.co.uk</a>	The Rurals (Address as above).
Website <a href="http://www.sarh.co.uk">www.sarh.co.uk</a>			

## The Community Agreement Commitment

This agreement has been negotiated between the Residents of Swinburne Close and Officers from SARH.

The Agreement will be reviewed every 12 months

Review Date:

I agree with these standards and will abide by them.

Signed.....

Signature.....

Address.....

Date.....

***Customer Copy***

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Signature.....

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***SARH Copy***

# Language Information



English

If you need our documents to be available in any other language please contact our Business Services Team on 01785 216612



বাংলা

“আপনি যদি আমাদের নথিপত্রের বাংলা অনুবাদ চান তবে অনুগ্রহ করে আমাদের বিজনেস সার্ভিস টিমকে 01785 216612 এ নাম্বারে ফোন করুন।”



中文

如果你需要我們的文件備有中文翻譯，請與我們的營業服務工作組聯繫，號碼 01785 216612



ગુજરાતી

જો તમને અમારા દસ્તાવેજો ગુજરાતીમાં મેળવવાની જરૂર હોય, તો કૃપા કરીને અમારી બિઝનેસ સર્વિસીસ ટીમનો 01785 216612 પર સંપર્ક કરો.



हिन्दी,

“अगर आपके लिये हमारे दस्तावेजों को हिंदी भाषा में उपलब्ध कराने की जरूरत है, तो कृपया हमारे बिजनेस सर्विसेज टीम का यह नंबर डायल कीजिये 01785 216612”



polski

Jeśli potrzebują Państwo udostępnienia dokumentów w języku polskim, prosimy o kontakt z zespołem Business Services Team, tel. 01785 216612.



Português

Se necessitar dos nossos documentos em Português, contacte a nossa Equipa de Serviços Empresariais através do número 01785 216612



ਪੰਜਾਬੀ

“ਜੇ ਤੁਸੀਂ ਆਪਣੇ ਦਸਤਾਵੇਜ਼ ਪੰਜਾਬੀ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨੇ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਬਿਜਨੈਸ ਸਰਵਿਸਿਜ ਟੀਮ ਨਾਲ 01785 216612 ਤੇ ਸੰਪਰਕ ਕਰੋ ਜੀ”



slovenčiny

Ak potrebujete, aby boli naše dokumenty v slovenčine, obráťte sa na náš tím obchodných služieb na telefónnom čísle 01785 216612.



اردو

“اگر آپ چاہتے ہوں کہ ہماری تحریریں اردو میں دستیاب ہوں تو براہ کرم ہماری بزنس

سروسز ٹیم سے 01785 216612 پر رابطہ کریں۔”

# 01785 216612