

Wedgwood Estate

Neighbourhood Agreement



Wedgwood Estate Neighbourhood Agreement

This Neighbourhood Agreement has been devised with the residents of the area by Stafford and Rural Homes and other partners who are expected to sign and agree to adhere to everything outlined within the agreement.

The underlying reason for this agreement is to enable a feeling of community and belonging with shared standards and expectations around good behaviour and mutual respect for one another.

Residents of the Wedgwood Estate agree to:-

- Be responsible for my own behaviour and the behaviour of anyone living at or visiting my property.
- Show respect to my neighbours.
- Play my part in keeping the area litter free and report anyone seen littering, to Stafford and Rural Homes.
- Ensure that I place any recycling in the appropriate bins and nowhere else.
- Dispose of any bulky waste items via arrangement with Stafford Borough Council or through discussion with Stafford and Rural Homes if there are any problems.
- Report any graffiti and vandalism to Stafford and Rural Homes.
- Not cause any noise from within or around my property, loud enough to cause a nuisance to any neighbours.
- Show reasonableness and tolerance towards my neighbours.
- Park with consideration for my neighbour's access to their property.
- If I have any problems with neighbours discuss it with them first.
- Report issues of crime, nuisance or anti-social behaviour to Stafford and Rural Homes and the Police.
- (If applicable) Ensure that communal areas are kept clean and free from rubbish.
- (If applicable) Ensure that I keep any pet under control at all times so that there is no nuisance caused to my neighbours.

Stafford and Rural Homes will:-

- Ensure that any new resident signs up to the agreement and understands the agreed standards of behaviour.
- Meet our legal requirements, set out within each tenancy agreement.
- Help and support residents to tackle issues that are important to them, for example; public transport links.
- Not tolerate nuisance, anti-social behaviour, crime and vandalism & will take all complaints of this nature seriously and deal with them in the best way possible.

- Work closely with other agencies to tackle issues, such as the Police, Community Safety Partnership, Stafford Borough Council, Social Services and schools.
- Draw up an action plan with any complainant who reports anti-social behaviour.
- Deal with all complaints sensitively and confidentially.
- Carry out regular audits on complaints of anti-social behaviour to ensure that all cases are being handled quickly and effectively.
- Ensure that support is available for anyone that feels threatened.
- Keep you informed of any improvements that are going on within the area.
- Ensure contractors carry out grounds maintenance and cleaning works to the specification agreed by residents.
- Ensure contractors and staff show respect to you, your home and neighbourhood.
- Arrange neighbourhood meetings as agreed with the residents to discuss any issues.
- Monitor this agreement, by carrying out a satisfaction survey after 6 months time and then review this agreement with you after 12 months to see how you feel it is working, whether it is making a difference or whether something else needs to be looked at.

Greenfingers (Stafford and Rural Homes Grounds Maintenance contractors) will:-

- Ensure that they maintain the areas that they are responsible for to the agreed good standard, e.g. litter picking and grass cutting.

Environmental Protection Group (Stafford Borough Council's Waste Management Department) will:-

- Explain clearly what services you can expect to receive.
- Provide regular collections of refuse and recycling.
- Provide a reliable collection service.
- Design our services and carry out collections in a way that does not produce litter.
- Tell you in good time if we have to make changes to your services, even if only temporarily.

The Local Police will:-

- Take complaints of anti-social behaviour and crime seriously.
- Patrol all areas whenever possible to show a presence & provide reassurance.
- Provide feedback to residents on all complaints .
- Work closely with Stafford and Rural Homes, the Community Safety Partnership and other relevant agencies to resolve problems in the area, wherever applicable.

RESIDENT Copy:

Wedgwood Estate Neighbourhood Agreement Declaration

The Wedgwood Estate Neighbourhood Agreement sets the standards that we have agreed to as a community.

I agree with these standards and will adhere to them.

Resident:

Name

Address

Signature

Signature on Behalf of Stafford and Rural Homes:

Name: Sophia Hall

Position: Neighbourhood Services Officer

Signed

Signature on Behalf of Greenfingers:

Name: Lisa Higginbottom

Position: Director

Signed *L. Higginbottom*

Signature on Behalf of Staffordshire Police:

Name: Carl Humphries

Position: Inspector of Staffordshire Police

Signed *C. Humphries*

Signature on Behalf of the Community Safety Partnership:

Name: Russ Cartlidge

Position: Safer & Stronger Communities Manager, Stafford Borough Council

Signed *R.P. Cartlidge*

Signature on Behalf of the Environmental Protection Group, Stafford Borough Council:

Name: Mark Street

Position: Environmental Protection Group Manager, Waste Management, Stafford Borough Council

Signed *Mark Street*

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SARH Copy:
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 Name

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