

How to report problems?

To report nuisance parking please contact:

Partner	Organisation	Contact
PCSO Lora Bray	Neighbourhood Police team	Tel: 101 Email: Lora.Bray@avonandsomerset.police.uk
Ashley James	Neighbourhood Officer, Homes in Sedgemoor	Tel: 0800 585 360 Email: ashley.james@homesinsedgemoor.org
Jeanette Davis	Neighbourhood Officer, SHAL Housing	Tel: 01278 444344 Email: Jeanette@shal.org
Richard Young	Parish Council	Tel: 01278 789859 Email: woolavingtonpc@aol.com

How will this Neighbourhood Agreement be monitored?

This Agreement will be monitored as follows:

- Neighbourhood Inspections – These will take place every 2 months. Neighbourhood Inspections will take place on: Tuesday 12 August, Tuesday 28 October and Tuesday 16 December. Each inspection will start outside the Co-Op.
- Homes in Sedgemoor will conduct a review meeting every 3 months with key partners. Regular meetings/discussions between HiS and other involved

Partners commitment:

Claire Tough, Neighbourhood Manager, Homes in Sedgemoor

Alastair Matthews, Housing Manager, SHAL Housing

Mr & Mrs Klippenstein, Residents Representatives

Richard Stokes, Operations Manager, Clean Surrounds

Lora Bray, PCSO Avon and Somerset Police

Alison Hamlin, District Councillor

Richard Young, Parish Council

Woolavington Neighbourhood Agreement

July 2014

1. What is a Neighbourhood Agreement?

This is a contract designed and agreed by residents and the providers of services in that area. The service providers will detail what they intend to do, where they intend to do it and when.

Residents will have specific roles and responsibilities to work with the service providers to ensure the best possible outcomes are achieved.

2. What is this agreement for?

The Agreement outlines the actions that Service Providers will take together with local residents that will deliver improvements in the areas covered by this agreement.

3. What does this Neighbourhood Agreement Cover?

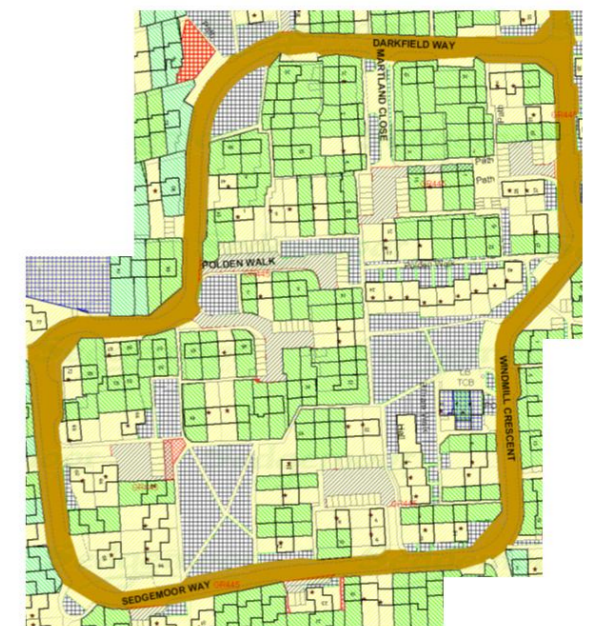
- Parking
- Bus routes
- Damage to grass verges by buses and lorries
- Grass cutting, tree pruning and caretaking
- Youth Issues
- Anti-social behaviour

4. Who has signed up and made commitments?

The following Service Providers have signed up to this agreement:

- Homes in Sedgemoor
- SHAL Housing
- Sedgemoor District Council – Clean Surroundings Team
- Parish Council
- District Councillors
- County Councillor
- Residents
- Police

5. Area's included in this agreement:



We will, you will.....

This section outlines what service providers and residents will do:



Parking

Service Provider	Residents will
Somerset County Council Highways Department <ul style="list-style-type: none"> To make good and repair grass verges and kerbs that are damaged by buses and lorries. 	Not park on grass verges
Homes in Sedgemoor <ul style="list-style-type: none"> Review garage and parking areas to identify potential parking to create additional parking sites. To consider the implementation of a new parking scheme. 	Not block other residents' drives and paths to their house.
SHAL <ul style="list-style-type: none"> Review parking areas to identify the potential to create additional parking. 	Not to damage their property, their neighbour's property or the communal areas of the estate, included grassed areas, trees, paths, skate parks and community building.

Bus Routes

Service Provider	Residents will
Homes in Sedgemoor <ul style="list-style-type: none"> Contact the bus companies to use smaller buses on Woolavington routes and to stop them driving on grass verges and damaging the communal appearance of the estate. 	Contact the bus companies to use smaller buses on Woolavington routes

We will, you will.....

Grass cutting, tree pruning and caretaking

Service Provider	Residents will
Clean Surrounds <ul style="list-style-type: none"> Grass cutting <ul style="list-style-type: none"> Sheltered housing will be cut every 2 weeks between March and September (weather permitting). Communal areas every 3 weeks March – October (weather permitting) Highways – every 5 weeks March to October (weather permitting) Leaf clearance will be completed every 4 weeks – November – February. Communal areas will be swept every 5 weeks throughout the year. Weed killing will be completed twice a year April/May & July/August in communal areas, garage and Highways areas Litter picks will be completed every 5 weeks throughout the year. Tree pruning – as identified on Neighbourhood walks 	Monitor quality of grass cutting services and report to Homes in Sedgemoor on 0800 585 360 any issues. Attend estate walks to bring local issues to the attention of the Neighbourhood Officer.
Homes in Sedgemoor <ul style="list-style-type: none"> Consult residents on proposals to introduce a new Caretaking Service in Woolavington. Possible caretaking services in Woolavington to be explored with residents 	Put rubbish in litter bins or take rubbish home.





Anti-social behaviour

Service Provider	Residents will
<ul style="list-style-type: none"> Homes in Sedgemoor will contact parents of children causing problems and enforce tenancy conditions where necessary, this includes taking legal action against the Tenancy. 	Ensure their children are responsible and do not cause anti-social behaviour
<ul style="list-style-type: none"> Homes in Sedgemoor will work with the local PCSO to stop children congregating in problem areas e.g. by the Co-op, bus shelter, the Square. 	Ensure their children are responsible, respect other residents and other residents property
<ul style="list-style-type: none"> Homes in Sedgemoor will work with local providers and community groups to try to improve the playing fields and skate park. 	Work with agencies to improve local amenities and play areas
<ul style="list-style-type: none"> Homes in Sedgemoor will work with Helen Baker/Big local to introduce activities for local children. 	
<ul style="list-style-type: none"> Homes in Sedgemoor will run a football GOALS project in Summer 2014 for children and young people (date to be confirmed). 	
<ul style="list-style-type: none"> Use available legal powers to manage ASB issues, this includes Dispersal orders. 	

Damage to grass verges by buses and lorries

Service Provider	Residents will
Homes in Sedgemoor / SHAL <ul style="list-style-type: none"> Contact Somerset County Council Highways to repair kerbs and grass verges on the estate. To discuss the provision of dropped kerbs on the estate 	Ensure responsible parking to enable buses to pass through dedicated routes
First Bus <ul style="list-style-type: none"> Action will be added once details confirmed. 	
Webber bus <ul style="list-style-type: none"> Action will be added once details confirmed. 	
Somerset County Council <ul style="list-style-type: none"> Consider introducing double yellow lines to allow buses to freely pass through areas, thus avoiding driving on the grass verges. 	



PCSO Laura Bray
Neighbourhood Policing
Team



Ashley James
Neighbourhood Officer,
Homes in Sedgemoor