

# Sentinel's Neighbourhood Plan for Hart, Rushmoor and Surrounding Areas



## Introduction

This is our Neighbourhood Plan for Team 4 which sets out our current Neighbourhood priorities for 2009/10. We have used customer feedback, staff knowledge and statistics to develop the plan and help identify areas for improvement.

## Your neighbourhoods

Team 4 manages over 2700 Sentinel homes in Hart, Rushmoor, Surrey Heath, Waverley and Guildford district council areas, which covers an area over 80 square miles. We manage homes in towns, villages and rural locations that range from large family homes to sheltered accommodation.

## New homes

We are currently developing a number of new homes in this neighbourhood area. Amber Gardens is a scheme of 23 new homes, close to the Farnborough town centre, with 11 houses available for rent due for completion late Summer 2009. Printing Court House in Aldershot is a development of 73 apartments with 39 available for rent due for completion late 2009.

We have also worked with local residents to develop new plans for the regeneration of Campbell Close in Fleet. This project will provide 74 apartments for older people, with integrated communal facilities and an Extracare service providing 24 hour care and support. The development is due to start in January 2010 and should be completed by February 2011.

## Maintaining your homes

This year we plan to spend over £3.5 million improving your homes in this area. Over 200 homes will benefit from new kitchens and/or bathrooms, heating upgrades, re-wiring, new doors and windows, and other general repairs. Other neighbourhood improvements include new boundary fencing and resurfacing.

## Get involved and make a difference

There are many ways Sentinel customers can get involved, and all of them can make a difference. Not everyone has the time to attend meetings, but there are loads of ways you can make a difference in your local community.

### Pride in Your Place Walkabouts

Help make your neighbourhood a place to be proud of by joining forces with your Neighbourhood Co-ordinator and other community agencies on a walkabout in the area where you live. During the walkabout, issues of concern to you such as graffiti, litter and abandoned cars can be identified and resolved.

### Neighbourhood Reps

Sentinel has two Neighbourhood Panels with residents who represent their local community and work with Sentinel and other partners to improve their neighbourhood. If you are interested in becoming a Neighbourhood Rep for your area, please contact Richard Pilbeam Customer and Community Involvement Co-ordinator.

### Neighbourhood Agreements

Work with your neighbours to agree on things like parking, keeping front gardens tidy, and treating each other with respect. You may also want to make agreements with Sentinel about things like regular community surgeries or newsletters.

### Residents Associations and Neighbourhood Action Groups

If you are interested in local concerns you may want to set up a tenants' and residents' associations or Neighbourhood Action Group so you can work together to make your neighbourhood a better place to live.

## Keeping you informed

We will update the Neighbourhood Plan quarterly and these will be available from our website [www.sentinelha.org.uk/residentsonline](http://www.sentinelha.org.uk/residentsonline). If you would like to receive updates by email or post, please contact the Customer Service Centre on 0800 195 5515.

## Your neighbourhood team



### Neighbourhood Manager - Alison Bone

Alison manages the team and is responsible for the Team 4 Neighbourhood Plan. She also has the policy lead for Anti-Social Behaviour.



### Senior Neighbourhood Co-ordinator for Farnborough, Aldershot and Heathlands Court – Sarah Morrisen

Sarah manages the team's Neighbourhood Co-ordinators who deal with anti-social behaviour, new lettings, tenancy changes, local resident involvement activities and ensure your neighbourhood is kept in good order. They work with other organisations such as the Community Wardens and local police.



### Neighbourhood Co-ordinator for, Yateley, Blackwater and Hartley Wintney – Louisa Davis



### Neighbourhood Co-ordinator for Hook area, Crondall and Church Crookham – Tina Widdison



### Neighbourhood Co-ordinator for Fleet and Odiham area: - Anita Foster



### **Team Administrator – Eileen Davy**

Eileen supports all members of the team. She takes the lead role with Mutual Exchange applications and Graduation of Starter Tenancies to Assured. She also works closely with the Hart & District’s Neighbourhood Panel attending monthly meetings.



### **Arrears Recovery Officer - Gill Adams**

Gill will assist you with any queries concerning the payment of your rent. She can help you with getting debt advice, referrals to support services and making claims for Housing Benefit.



### **Arrears Recovery Officer - Kath Killick**

Kath will assist you with any queries concerning the payment of your rent. She can help you with getting debt advice, referrals to support services and making claims for Housing Benefit.



### **Allocations Co-ordinator – Sylvia Wilkins**

Sylvia is responsible for allocating all of Sentinel’s properties in team 4 through the choice based lettings scheme, this includes liaising with neighbouring local authorities and other agencies when necessary.



### **Maintenance Surveyor - Simon Port**

Simon oversees all day to day maintenance for the team. You may find him assessing repairs that are needed, or inspecting the quality of repairs.



### **Maintenance Surveyor - Peter Trafford**

Peter oversees all day to day maintenance for the team. You may find him assessing repairs that are needed, or inspecting the quality of repairs.



### **Dukes Park Aldershot**

We worked closely with our Development Team and Rushmoor Borough Council to let 40 former MOD properties at Dukes Park, Aldershot. The homes underwent major refurbishments, such as new kitchens and bathrooms before they were let.

## **Community Chest Grant Applications**



Many Community Chest Grant Applications were agreed by the Neighbourhood Panel which included providing a Summerhouse for the residents at Rosefield Court.



### **Hearsey Gardens Blackwater**

We worked with local residents to make various neighbourhood improvements. Garages were demolished in Hearsey Gardens and a new parking area was provided. Skips were provided in several areas in the new year to help residents dispose of their excess Christmas rubbish.



### **Residential Scheme Manager of Heathlands Court Homeless Hostel – Jan Barron**

Jan works closely with the neighbourhood team, Hart District Council and other agencies. Heathlands has 22 self contained flats, an activities room and laundry. Jan also helps residents run several groups and applies for funding.



### **Caretaker – Bob Grover**

Bob is responsible for ensuring that Sentinel’s neighbourhoods are kept clean and tidy, whilst carrying out specific caretaking tasks including cleaning and bulk collections.

## **Specialist roles**

We have a number of specialist staff who you may also have contact with.



### **Customer and Community Involvement Co-ordinator - Richard Pilbeam**

Richard promotes community involvement throughout Sentinel's neighbourhoods. Working with residents to ensure that they are consulted about any new services that may effect their community and also assists with the formation and running of resident groups and events.



### **Debt and Benefits Advisor - Lorraine Williams**

Lorraine assists customers with managing their accounts and ensures they receive advice about the benefits which may be available.

## **Community Events**



We went along to various community events throughout the year, including a Traveller Event in Yateley, St Barnabus Church Fete in Blackwater and the Hart Exhibition Advice Roadshow (HEAR) in Fleet.



### **Debt recovery officer - Helen Gamsby**

Helen is responsible for collecting outstanding debts from former tenants, recharges and other sundry debts.



### **Voids officer – Ian Harwood**

Ian manages our properties when they become empty and gets them ready to let to new tenants.



### **Arrears Monitoring Officer – Marcia Hamilton**

Marcia provides support to the 4 neighbourhood arrears teams. She monitors rent arrears, attends court hearings, evictions etc and provides reports to Managers when required.



## **Last years successes**

During 2008/09, we achieved many of the aims set out in the Neighbourhood Plan. Here are some of our successes:

### **Pyestock**

The Community Portacabin at Whetstone Road, Pyestock has been jointly funded by Hampshire Constabulary, Rushmoor Borough Council and Sentinel Housing. This is being regularly used as a base for Sentinel’s monthly neighbourhood surgeries, Police beat surgeries, multi agency meetings and probation service meetings. The portacabin has proved to be a valuable venue and we have plans to widen its use.

Extensive landscaping and ground works have been carried out throughout Pyestock to improve the look of the area in response to Resident feedback that the area was looking untidy.

After Resident consultation and in a bid to tackle parking issues at Melrose Avenue, Cove Court and Brook Court in Pyestock, we have allocated, numbered and outlined parking spaces. In addition three grassed areas in Melrose Avenue had ‘grass crete’ laid, this allows the provision of additional parking spaces whilst grass still remains able to grow through.

The bike stores at Brook Court and Cove Court and the bin store at Morgan Court have had new metal gates fitted that are far more pleasing to the eye and provide a higher level of security.