

# Sentinel's Neighbourhood Plan for

Oakridge, South View, Kempshott, Old Basing,  
Crown Heights, North Houndmills, Limes Park



## Introduction

This is our Neighbourhood Plan for: Oakridge, South View; Kempshott; Old Basing; Crown Heights Austen Court, North Houndmills and Limes Park. This Plan sets out our neighbourhood priorities for 2009/10. We have used customer feedback and staff knowledge to develop the Plan and help identify areas for improvement.

## Your neighbourhoods

Team 2 covers a range of different neighbourhoods consisting of over 1400 properties which provide a mix of new and older style flats, bungalows and houses. All the neighbourhoods are unique ranging from the older style terraced houses dating back to the 1940s that can be found in South View to the mixed tenure communities in Oakridge Village and Kempshott and the modern apartments at Crown Heights and North Houndmills. As well as those established and modern communities we also manage homes in Freemantle, Westray and Taverner Close built in the 1960s which have been identified as having potential for regeneration in the future.

## New homes

This year much needed regeneration work took place to demolish 12 bedsits at Shooters Way and replace them with 10 one and two bedroom apartments. Local children named this new development and chose Knightley Court. All apartments are now occupied and we are delighted at the way this new community is developing.

We're also developing new homes in Limes Park in partnership with Taylor Wimpey. Harness Court has provided 50 family rented and part-buy part-rent homes on the former Park Prewett Hospital site.

## Maintaining your homes

This year we plan to spend over £1.5 million improving your homes in this area. Over 300 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.

## Crown Heights

We have continued to support the Residents Association at Crown Heights. The major benefit of this partnership has been the continued improvement in standards of cleaning and concierge services. We are also pleased that we had minimal reports of anti-social behaviour during the year and that some of the problems associated with the other blocks, not owned and managed by Sentinel, have reduced. We will continue to promote this scheme as a great place to live.

## Neighbourhood Focus Newsletters

We know from you how important it is that we let you know what we are doing. Last year we increased the frequency and improved on the content of our newsletters. In the coming year we will be ensuring that these are available on our Website as well as delivered to your homes.

## Rent Arrears

Rent arrears were well managed and the team met its target for the year whilst offering help and support to residents to help them to maintain their tenancies. Last year the team managed a large number of starter tenancies as a result of taking handover of new properties at Kempshott and North Houndmills. These were managed extremely effectively with the majority of tenants graduating to Assured Tenancies at the end of their 12 month probation period.

## 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 from a landline or 0300 666 5515 from your mobile.

## Last years successes

During 2008/9, we achieved many of the aims set out in the Neighbourhood Plan. Here are some of our successes:



### Austen Court - Resident's Association

A strong residents association for Austen Court has been established with owners, shared owners and tenants being represented. This association is already working hard to promote the views of tenants and help us create a sustainable community where people choose to live and where problems and issues can be addressed quickly and effectively.



### Norden Action Group

Sentinel are active members of the Norden Action Group. This is a multi agency group set up to ensure that all agencies work together to address the issues that residents have identified as problems in their neighbourhood. This includes anti-social behaviour, criminal damage, vandalism and graffiti and drug issues. Working together in this way we are able to ensure that all agencies bring their experience, expertise and resources to effectively tackle issues with early intervention and a commitment to tackle long standing problems.

## Your neighbourhood team



### Neighbourhood Manager - Melissa Chapman

Melissa manages the team and is responsible for the Team's Neighbourhood Plan. She also has the policy lead for: Allocations and void properties; garages; domestic violence; youth involvement activities; development and regeneration liaison.



### Neighbourhood Co-ordinator for Oakridge, Old Basing and Limes Park - Julie Williams

Neighbourhood Co-ordinator for Oakridge and Kempshott and North Houndmills- Lyndsey Higson  
Neighbourhood Co-ordinator for Crown Heights and South View - Mary Curtis



Julie, Lyndsey and Mary deal with all aspects of tenancy management except rent arrears. This includes allocation of homes, mutual exchanges, resolution of anti-social behaviour issues and keeping your estates and neighbourhoods clean and well maintained. They work hard within your neighbourhoods to promote a multi agency approach to ensure that your neighbourhoods are great places to live.



### Maintenance Surveyor - Tim Hopper

Tim is involved in all aspects of the maintenance of your homes. He carries out a number of pre and post inspections to ensure that the work is carried out to a satisfactory standard and that Sentinel are receiving good value for money. Tim also makes decisions on permissions for adaptations when requested and will carry out routine property inspections as required.



### Arrears Recovery Officer - Shaun Parmar

Shaun is responsible for all aspects of rent income. This does not mean simply taking action against tenants who are behind with their rent. Shaun is just as involved in offering support to people who are experiencing financial difficulties and signposting them to other agencies that can provide support.



### **Team Administrator – Sandra Crook**

Sandra provides comprehensive administrative support to the Team. There are few aspects to our work that Sandra is not involved in at some point from maintenance of our housing management system, producing newsletters, posters and flyers, arranging meetings and assisting with diary and deadline management.

## **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.



### **Caretakers – Sid Bradley & Colin London**

Sid and Colin look after our neighbourhoods in Basingstoke. You might see them out and about cleaning blocks of flats, arranging for rubbish removal, helping out at community events and talking to residents about issues in their neighbourhood.



### **Allocations Co-ordinators – Janet Pickering & Hazel Ivory**

Janet and Hazel are responsible for allocating all of Sentinel's Basingstoke properties. They carry out this role as a job share.

### **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.

### **Regeneration Liaison Officer – Stacey Eveleigh**

Stacey has recently joined the team to work with Melissa to improve the way we deliver regeneration schemes across the company.

### **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.

### **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.

## **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' association or Neighbourhood Action Group so you can work together to make your neighbourhood a better place to live.