

Sentinel's Neighbourhood Plan for Andover, Winklebury & Basingstoke Rurals



Introduction

This is our Neighbourhood Plan for Winklebury and the Basingstoke Rurals which 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 3 covers Winklebury, Tadley and the Basingstoke rural areas, managing over 1400 homes in approximately 40 square miles. Our area includes the current regeneration project at Bishops Green and this year, the team will be expanding as we move into Andover with new properties at several sites across the town. It's an exciting time for the team and we are looking forward to working in this new area.

New homes

Phase two of the Bishops Green regeneration project near Newbury is now complete, providing a further 26 new homes. We have received many compliments from residents about their new homes.

Augusta Park, East Anton, Andover is Sentinel's first development in Test Valley and Team 3 are working hard to build relationships with the local authority and partner agencies. The first 15 new homes were let in August & September 2009 and these will be followed by a further 123 new homes for local people.

Maintaining your homes

This year many of your 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.



Bishops Green Regeneration

We have worked closely with our Regeneration team and other agencies to ensure that this project continued to be a success with minimal disruption to residents. Community safety issues earlier in the year were dealt with robustly and the neighbourhood is greatly improved.

Last years successes

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



Rent arrears

We worked hard to keep the rent arrears under control and within target, whilst offering help to those residents who needed some support.



Winklebury Centre

There have been many improvements to the Winklebury Centre including the door entry system, decoration of the stairwells, new front doors, landscaping and a new Community Room. There has been a real decrease in reports of anti-social behaviour and feedback from residents has improved.



Community Chest Grant Applications

The Neighbourhood Co-ordinators have worked with local residents to help them apply for Sentinel grants for local community projects. Successful applications have included the Winklebury Youth Project, activities for young people in Tadley, the Winklebury Wizards youth football team and landscaping and furniture for a communal garden in Firth Close.



Your neighbourhood team



Neighbourhood Manager - Beth Holmyard

Beth manages the team and is responsible for the Team 3 Neighbourhood Plan. She also has the policy lead for Tenancy Changes, Assignments & Successions, Mutual Exchanges, Neighbourhood Inspections, Starter Tenancies and the Caretaker Service.



Neighbourhood Co-ordinator for Winklebury & Tadley - Lynn Baldwin. Neighbourhood Co-ordinator for rural areas & Andover - Stacey Stephens

Lynn and Stacey 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.



Maintenance Surveyor - David French

David oversees all day to day maintenance for the team. You may find him assessing repairs that are needed, or inspecting the quality of repairs. You can report repairs through our website or by telephoning the customer service centre on 0800 195 5515 from a landline or 0300 666 5515 from your mobile



Arrears Recovery Officer - Lorraine Scott

Lorraine will assist you in any enquiries concerning the payment of your rent. She can help you with getting debt advice, referrals to support services and making claims for Housing Benefit. You can check your rent account through our website.



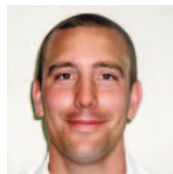
Team Administrator – Alyson Pittman

Alyson supports the team with administration tasks. She also processes mutual exchange applications, manages starter tenancy visits, produces team newsletters and assists the Allocations Co-ordinator and Neighbourhood Co-ordinators.



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.

Debt recovery officer - Helen Gamsby

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

Voids officer – Neil Holmes

Neil 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.

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. If you would like to receive updates by email or post, please contact the Customer Service Centre on 0800 195 5515.