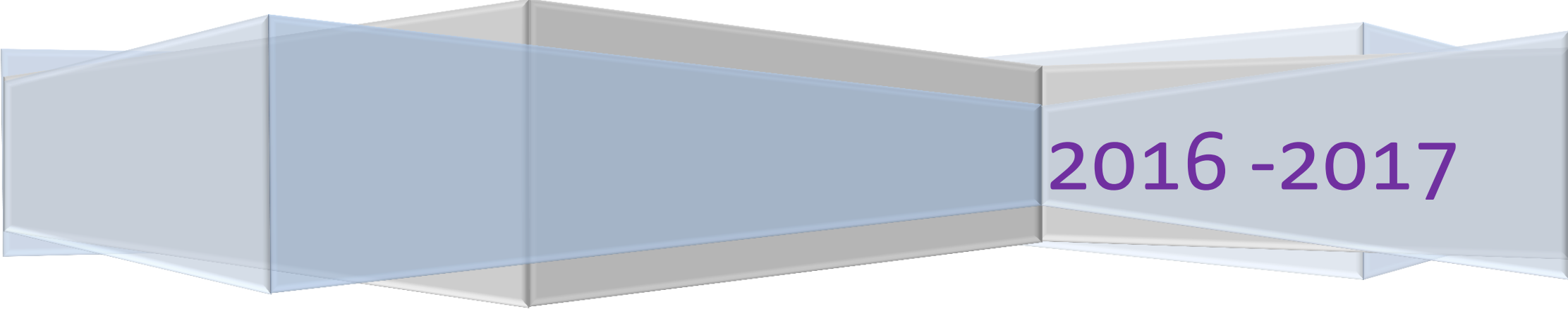


# Annual Report of Estate Inspections



2016 -2017

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## Introduction to the report

We recognise the importance of maintaining the area where you live to a high standard. We feel it is important that you are able to reside in a safe and pleasant environment. The management of housing land needs to be effective, efficient and consistent in its approach.

Our aim is to provide a service to residents which meets the highest possible standards at all times and ensures that we deal with a your concerns by holding an annual programme of estate inspections.

## Why have estate inspections?

The purpose of the estate inspections is to assess the standards of service we are delivering, identify areas for improvement and generally identify any action needed to be taken to address tenancy breaches.

## How often will we visit an estate?

We are committed to inspecting our housing areas on a regular basis. Across the borough the housing estates are located across ten wards. Each area is visited once a year for an estate inspection on a rolling programme. If there are a lot of issues the area will be prioritised to be inspected again. In addition, the Tenancy Sustainment Officers are on the estates most days.

## Who carries out an estate inspection?

Estate inspections will be undertaken by the Estates Manager, Caretaking Team and Tenancy Sustainment Officer. The Tenant Regulation and Involvement Team always support the inspections with tenant inspectors, where possible. If you wish to get involved there are details at the end of this report.

***Note: The concerns logged above are not proportionate to the overall works/concerns completed by each department throughout the year. Figures are only representative of the findings logged at the time of that Estate Inspection.***

## What are we looking for?

The estate inspection team will aim to identify issues such as

- Vandalism
- Abandoned vehicles / illegally parked vehicles
- Graffiti
- Litter and fly-tipping
- Dog fouling
- Problems with highway maintenance and street lighting
- Health and safety issues
- Neglected homes and gardens, tenancy issues
- Hot spots for anti-social behaviour
- The condition of hard landscape (e.g. fences, walls and paving)
- The condition of soft landscape (e.g. trees, grass, shrubs in communal areas)



## What happens after the inspection?

The actions and outcomes will be reported on the web as part of You Said, We Did, in Open House, the tenant's e-newsletter and will form part of the annual Impact Assessment for all involvement activity.

While not all of the issues will be the responsibility of Tamworth Borough Council, our partnerships with local agencies – such as the Fire Service, Police and Staffordshire County Council – allow us to ensure that all concerns are fed back to the appropriate organisation and responsibility is taken for issues identified within the remit of those organisations. Organisations will be asked to respond to issues within 28 days to ensure these are actioned and resolved accordingly.

***Note: The concerns logged above are not proportionate to the overall works/concerns completed by each department throughout the year. Figures are only representative of the findings logged at the time of that Estate Inspection.***

## Are they worth doing?

This is the fourth year that estate inspections have been carried out in this way. Later on in the report we can visit the tables that show a year on year improvement across the borough in several areas. Tenancy issues are dealt with in a more timely and effective way by Tenancy Sustainment Officers. Partnerships have strengthened and neighbourhoods look cleaner and more attractive.

## Estate inspections will show;

- Provide a high profile presence on our estates
- Ensure cleaner, more attractive and safer neighbourhoods
- Improve the physical condition of estates through quick responses to residents' concerns and by identifying potential improvements
- Clear communal areas of fly-tipping/graffiti/rubbish
- Identify overgrown gardens/shrubbery
- Identify defective street lighting and estate furniture
- Ensure agencies take responsibility for issues identified within their remit
- Identify potholes and surface perishing to hard surfaces and uneven and broken paving.

## Successful outcomes / findings (1 April 2016 – 31 March 2017)

Total of **416** concerns reported following ten estate inspections that were carried out across Tamworth Borough by the Tenant Regulation and Involvement Team, Caretaking Team and Tenancy Sustainment Officers.

Across the borough 219 roads were inspected and 99 (45%) of roads were found to have no issues raised at the time of the estate inspection.

- 344 (83%) of concerns have been resolved in full

***Note: The concerns logged above are not proportionate to the overall works/concerns completed by each department throughout the year. Figures are only representative of the findings logged at the time of that Estate Inspection.***

- 70 (17%) of concerns have been actioned or completed under an annual programme of works or awaiting progress/to be completed.

**Note:**

- This is usually where there is an annual programme of works on a cyclical programme, for example, alleyways, shrubs, weeds and maintenance of communal areas.
  - Graffiti is cleared when weather permits and in accordance to the machinery that is needed. Offensive graffiti is removed within 24 hours.
  - These can also be in be in reference to tenancy issues
  - Or work reported to partner organisations, for example, Highways Department or Police
- 3 other concerns were two damaged BT boxes and an issue for the National Grid which was resolved within 24 hours of being reported.
  - The Waste Management Team delivered twenty one letters to tenants due to refuse/recycling bins being left out after they had been emptied.
  - One private Landlord has been served with a CPW (community Protection Warning) due to excess rubbish being dumped and added further rubbish.
  - 184 tenancy issues relating to the neglect of properties, overgrown gardens, excessive rubbish and furniture left in gardens have been passed on to Tenancy Sustainment Officers who will write to tenants and follow up with visits where issues are not resolved. Tenants will be reminded of their responsibilities in accordance with their Tenancy Agreement. However, it is important to note that of the 184 issues noted, 86 (47%) are not Council properties but are issues in relation to owner occupiers properties.

***Note: The concerns logged above are not proportionate to the overall works/concerns completed by each department throughout the year. Figures are only representative of the findings logged at the time of that Estate Inspection.***

## **Street Scene will complete all health and safety issues as ‘priority works’;**

- Cutting / trimming back hedges / shrubs and bushes that are overhanging pathways and causing obstructions to pedestrians. Other work will be completed on shrub maintenance throughout the summer and winter months. Trees will not be cut back or cut down unless the tree surgeon, through assessment, feels there is a need due to health and safety concerns or because the tree is dead or diseased.
- Street Scene regularly litter pick ‘hot spot areas’ and keep the estates clean across the borough.
- 8 (2%) vehicles reported as being illegally parked or causing obstructions to pedestrians have been reported to the local PCSO/or Police officers. Community Wardens also report any concerns on a daily basis.
- Highway concerns are reported to the Highways Department for repairs or inspection.
- Fly-tipping remains an on-going concern across most of the borough, with a total of 81 (19%) of concerns reported. All issues have now been resolved and followed up by the ‘Clean Neighbourhoods Officer’ to take further action against perpetrators if known. Bulky items on Housing land will be removed by the Caretaking Team. ***(Please refer to Appendix: 6 for additional information)***
- 7 (2%) of alleyways have been cleared of litter, bulky items and de-weeded by the Caretaking Teams on an annual programme of works. Tenants who continually cause issues in alleyways behind their properties will receive a letter from their Tenancy Sustainment Officer reminding them to dispose of unwanted items appropriately.
- 6 (2%) of communal garage sites have been cleared of litter and de-weeded on an annual programme of works by the Caretaking Team.
- Non offensive graffiti will be removed on a programme of works/schedule. Offensive graffiti will be removed within 24 hours. ***(Please refer to Appendix: 4 for additional information)***

***Note: The concerns logged above are not proportionate to the overall works/concerns completed by each department throughout the year. Figures are only representative of the findings logged at the time of that Estate Inspection.***

Concerns noted about an area during the time of the estate inspection

	Amington	Belgrave	Bolehall	Castle	Glascote	Mercian	Spital	Stonydelph	Trinity	Wilnecote	Totals
No. of roads inspected	21	21	26	23	21	27	26	19	8	27	<b>219</b>
Roads with <b>no</b> concerns	8	3	13	21	1	8	16	2	6	21	<b>99</b>
Total no. of concerns noted	58	81	35	3	102	45	58	21	1	12	<b>416</b>
Concerns resolved	56	63	28	3	79	42	43	21	1	8	<b>344</b>
Concerns actioned	0	5	3	0	20	2	15	0	0	4	<b>49</b>
No response from concerns reported	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Tenancy issues	14	32	22	2	49	20	29	8	1	8	<b>192</b>
<b>Not</b> Council tenants	5	18	10	1	18	11	10	8	1	4	<b>86</b>
Annual programme of works/schedule	2	8	2	0	0	1	0	0	0	0	<b>13</b>
Cyclical spraying of weeds	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Other issues reported	0	3	2	0	3	0	0	0	0	0	<b>8</b>

*Note: The concerns logged above are not proportionate to the overall works/concerns completed by each department throughout the year. Figures are only representative of the findings logged at the time of that Estate Inspection.*



## Issues/concerns by area

<b>416 issues / concerns at time of inspection</b>	<b>Amington</b>	<b>Belgrave</b>	<b>Bolehall</b>	<b>Castle</b>	<b>Glascote</b>	<b>Mercian</b>	<b>Spital</b>	<b>Stonydelph</b>	<b>Trinity</b>	<b>Wilnecote</b>	<b>Totals</b>	<b>%</b>
Alleyways to be cleared & weed sprayed	3	0	0	0	4	0	0	0	0	0	7	2%
Abandoned vehicles / illegal parking	1	0	0	0	5	2	0	0	0	0	8	2%
Fly-tipping / litter/ dog fouling	14	15	0	0	20	16	4	7	1	4	81	19%
Graffiti	2	10	0	0	0	0	2	2	0	0	16	4%
Garage sites – weeding/spraying/repairs	0	0	2	1	1	2	0	0	0	0	6	2%
Highway maintenance & street lighting	1	2	4	0	3	0	0	0	0	0	10	2%
Neglected homes/untidy gardens/tenancy issues	16	32	22	2	49	20	29	9	1	8	188	45%
Health & Safety issues	2	6	1	0	0	0	0	3	0	0	12	3%
Anti-social behaviour	0	0	0	0	0	0	0	0	0	0	0	-
Condition of hard landscape (e.g. fences/walls/paving)	1	1	0	0	2	0	0	0	0	0	4	1%
Condition of soft landscape (e.g. trees/grass/shrubs/weeds in communal areas)	8	11	6	0	13	4	1	0	0	0	43	10%
Environmental works / regeneration work/other	10	4	0	0	5	1	21	0	0	0	41	10%

**Note: The concerns logged above are not proportionate to the overall works/concerns completed by each department throughout the year. Figures are only representative of the findings logged at the time of that Estate Inspection.**

## Appendix 1: Comparisons to previous year

Concerns raised at the time of the estate inspection across all areas	2015 (311 concerns noted)	%	2016 (416 concerns noted)	%
Alleyways to be cleared & weed sprayed	4	1%	7	2%
Abandoned vehicles / illegal parking	8	2%	8	2%
Fly-tipping / litter /dog fouling	51	16%	81	19%
Graffiti	15	5%	16	4%
Garage sites – weeding/spraying/repairs	15	5%	6	2%
Highway maintenance & street lighting	1	0	10	2%
Neglected homes/untidy gardens/tenancy issues	143	46%	188	45%
Health & Safety issues	17	5%	12	3%
Anti-social behaviour	0	0	0	-
Condition of hard landscape (e.g. fences/walls/paving)	6	2%	4	1%
Condition of soft landscape (e.g. trees/grass/shrubs/weeds in communal areas)	50	16%	43	10%
Environmental works / regeneration work/other	1	0	41	10%

*Note: The concerns logged above are not proportionate to the overall works/concerns completed by each department throughout the year. Figures are only representative of the findings logged at the time of that Estate Inspection.*

**Appendix 2: Total number of jobs resolved within 28 days /actioned or on an annual programme of works – comparison to previous year**

Service area	Total number of jobs raised for each service area	2015				2016				
		Resolved within 28 days	%	2015 Actioned/ on an annual programme of works	%	Total number of jobs raised for each service area	2016 Resolved within 28 days	%	2016 Actioned/ on an annual programme of works	%
Caretaking Team	47	33	70%	14	30%	47	38	81%	9	19%
Street Scene	82	40	49%	42	51%	97	91	94%	6	6%
Tenancy Sustainment officer / ASB	157	136	86%	21	14%	184	148	80%	36	20%
Tree surgeon	4	4	100%	0	N/a	4	4	100%	4	100%
Highways Department	2	1	50%	1	50%	13	4	31%	9	69%
Mears / Repairs	11	3	27%	8	73%	17	17	100%	0	N/a
Property services / Planning	1	0	N/a	1	100%	0	0	N/a	0	N/a
Community Wardens / PCSO / Police	2	1	50%	1	50%	0	0	N/a	0	N/a
Staffordshire County Council	3	0	N/a	3	100%	5	3	60%	2	40%
Other (Including environmental & regeneration works)	2	1	50%	1	50%	45	37	82%	8	18%

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## Appendix 3: Tackling graffiti

### Graffiti

We have a duty to remove graffiti from our spaces and assets and you can contact us to report graffiti. Street Scene operatives and Community Wardens who are regularly on patrol across the borough also report graffiti. Anyone who is caught graffitiing can be arrested and prosecuted under the Criminal Damage act 1971 and could be fined up to £5000.

### Report it:

Council tenants can report it on line by completing an online form; <http://www.tamworth.gov.uk/graffiti-removal-request-tenants>

Tel: **01827 709709**

Email: [enquiries@tamworth.gov.uk](mailto:enquiries@tamworth.gov.uk)

#### **We aim to remove:**

Offensive graffiti: within 24 hours of report

Excessive graffiti with considerable detriment to the area:  
within three working days of it being reporting

**Other:** Ten working days from date of report

#### **Please tell us:**

- The exact location
- Identifying factors: Racist or offensive

A Street Scene member of staff will check the graffiti to check what type of paint has been used, the surface it has been sprayed or painted on and whether it is offensive. Sometimes graffiti may need specialist attention. By working in partnership with the Council's Caretaking Team and Estates Manager, graffiti is removed as quickly as possible to help Tamworth's estates be a better place for people to live.

We will not remove graffiti from private property or business premises as this is the responsibility of the owner/occupier. We only remove graffiti from public areas and Council property (including Council housing).

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## **We do not own the following;**

All concerns should be reported to the appropriate organisation -

- Canal side areas and structures
- British Waterways
- Railway property (stations and bridges)
- Cable Boxes – company named on the cable box (you will need to note the identification reference on the box)
- Rail track: 0845 711 4141
- Electricity substations – as identified on the box
- Telephone Boxes – as identified on the box

## **Appendix 4: How to use bin stores correctly**

All household waste (black bags etc.) must be placed in the bins provided; failure to do so is an offence under Section 46 of the environmental Protection act 1990. Should any waste be found in areas other than the bin provided individuals will be notified and this may result in either a £100 Fixed penalty notice or a fine of up to £2500 upon conviction.

Collection for larger items e.g. settees, chairs and furniture can be arranged through the Council's Bulky Waste Collection service by calling 0845 002 0022 and paying the appropriate fee. You will be given a reference number and told which day to put out your items for collection. Waste must not be placed out for collection prior to the nominated collection day.

Any other items found to be out for collection and the appropriate charge not paid will be deemed as fly-tipping. This is an offence under Section 33 of the above legislation.

## **Appendix 5: What is fly-tipping and how to report it?**

Fly-tipping includes; general Household waste, fridges, sofas, mattresses, garden waste, commercial and industrial waste. It costs the taxpayer approximately £150,000 a year to clean up fly-tipping. Basically, it is waste tipped on land which does not have a waste management licence.

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## The Law - Environmental Protection Act 1990

It is a serious criminal offence. Anyone – including householders – can be prosecuted under the Environmental Protection Act 1990. The maximum penalty is £50,000 fine and/or twelve months imprisonment. However, Crown Prosecutions can lead to unlimited fines and/or imprisonment of up to five years. Dumped hazardous waste such as asbestos can lead to a prison sentence of up to five years. Fly-tipping from vehicles can see the owner of the vehicle prosecuted. The police also have the powers to seize vehicles.

### Appendix 6: Useful contacts

<p><b>Staffordshire County Council</b> looks after roads, pavements and street lighting in Tamworth <b>Report Faults and Defects to;</b> The Highways Hotline between 8am and 6pm Tel: 0300 111 8020 Email: <a href="mailto:highways@staffordshire.gov.uk">highways@staffordshire.gov.uk</a></p> <p>Or you can report faults online</p>	<p><b>Environmental issues</b> Email: <a href="mailto:environmentalmanagement@tamworth.gov.uk">environmentalmanagement@tamworth.gov.uk</a></p>
<p><b>Tamworth Police</b> Tel: 101 or 999 in emergencies Email: <a href="mailto:Tamworth.npu@staffordshire.pnn.police.uk">Tamworth.npu@staffordshire.pnn.police.uk</a></p>	<p><b>Community Wardens</b> Tel: 01827 709709 Email: <a href="mailto:enquiries@tamworth.gov.uk">enquiries@tamworth.gov.uk</a></p>
<p><b>Tamworth Anti-Social Behaviour team (ASB)</b> Email: <a href="mailto:Tamworth.asb@staffordshire.pnn.police.uk">Tamworth.asb@staffordshire.pnn.police.uk</a></p> <p>Tel: 101 or 999 in emergencies</p>	<p><b>Street Scene</b> Tel: 01827 709709 Email: <a href="mailto:enquiries@tamworth.gov.uk">enquiries@tamworth.gov.uk</a></p>

*Note: The concerns logged above are not proportionate to the overall works/concerns completed by each department throughout the year. Figures are only representative of the findings logged at the time of that Estate Inspection.*

## How to get involved?

If you wish to join us on an inspection or notify us of any issues in your area, please contact us before your estate inspection takes place.

Tel: **01827 709709 ext. 374 or 260**

Email: [tenantparticipation@tamworth.gov.uk](mailto:tenantparticipation@tamworth.gov.uk)

### **Tenant Regulation and Involvement Team**

**Tamworth Borough Council**

**Marmion House**

**Lichfield Street**

**Tamworth**

**Staffordshire**

**B79 7BZ**

*If you require this document in an alternative format or language, please contact us*



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