

USEFUL CONTACTS

- **Staffordshire County Council** looks after roads, pavements and street lighting in Tamworth.

REPORT FAULTS AND DEFECTS TO

The Highways Hotline between 8am and 6pm.
Tel: 0300 111 8020
Email: highways@staffordshire.gov.uk
or Report faults online

- **Tamworth Police**
Tel: 101, email: tamworth.npu@staffordshire.pnn.police.uk
- **Tamworth Anti-Social Behaviour Team**
Tel: 101, email: tamworth.asb@staffordshire.pnn.police.uk
- **Environmental issues:**
Email: environmentalmanagement@tamworth.gov.uk
- **Community Wardens**
Tel: 01827 709709, email: enquiries@tamworth.gov.uk
- **Streetscene**
Tel: 01827 709709, email: enquiries@tamworth.gov.uk

GET INVOLVED

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

Email: tenantparticipation@tamworth.gov.uk
Tel: 01827 709374/260

**Tenant Regulation & Involvement,
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.**

Tamworth
Borough Council

TAMWORTH BOROUGH COUNCIL ESTATE INSPECTIONS 2016

We recognise the importance of maintaining the area where you live to a high standard. We feel that 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 all your concerns by holding an annual programme of estate inspections.

Why have estate inspections?

The purpose of the 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. The housing estates in the borough are located across ten wards and each will be inspected once a year as part of a rolling programme. For further information, please see the estate inspection programme overleaf.

Estate inspections will be undertaken by the Estates Manager, Tenancy Sustainment Officer and tenant inspectors, supported by the Tenant Regulatory & Involvement Team.

What happens after the inspection?

The outcome and actions for all inspections will be reported on the web as part of You Said, We Did, in Open House, the tenants e-newsletter and will form part of the annual Impact Assessment for all tenant 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.

PROGRAMME OF ESTATE INSPECTIONS 2016-2017

Ward	Area – Streets/Roads	Inspection
Amington	Arden Close, Fairview Close, Florendine Street, Highfield Avenue, Kerria Centre, Kerria Road, Madrona, Magnolia, Monks Way, Nemesia, Quince, Ridgewood Rise, Saffron, Sheepcote Lane, Sorbus, Sorrel, Spruce, St Georges Way, Tilia Road, Trefoil, Woodhouse Lane.	April 2016
Belgrave	Allensmead, Barnbridge, Belgrave Road, Bright Crescent, Broadsmeath, Exley, Greatmead, Hamble, Hayle, Honeybourne, Irwell, Kennet, Lomita Crescent, Lower Park, Medina, Medway, Tarrant, Stonepit, Wandsbeck, Waveney, Thurne.	May 2016
Bolehall	Amington Road, Argyle Avenue, Aspbury Court, Bamford Street, Beech Avenue, Bridgewater Street, Canning Road, Dormer Avenue, East View, Ferrers Road, Goostry Close, Goostry Road, John Street, Leedham Avenue, Macgregor Crescent, Manor Road, Marshall Street, Neville Street, New Street, Rene Road, School Street, Sheepcote Lane, Summerfield Road, St Georges Way, Thomas Street, Tudor Crescent.	June 2016
Castle	Balfour, Bitterscote Lane, Bradford Street, Colbourne Road, Crutchley Avenue, Devereux House, Fazeley Road, Halford Street, Harcourt House, Lichfield Street, Milo Crescent, Moor Street, Morgan Road, Orchard Street, Peel House, Richmond Close, Stanhope House, Strode House, Sunset Close, Sutton Avenue, Townshend House, Victoria Road, Weymouth House.	July 2016
Glascote	Calder, Caledonian, Cambrian, Camhouses, Carisbrooke, Carlcroft, Chapelon, Craven, Crossfell, Deeley, Dunedin, Engine Lane, Faringdon, Gresley, Hawksworth, Ivatt, Kirtley, Maitland, Pullman Close, Sheepcote Lane, Signal Walk.	August 2016
Mercian	Arnold Close, Bloomfield Way, Browning Close, Burns Road, Byron Road, Campbell Close, Chaucer Close, Chesterton Way, Coleridge Close, Comberford Road, Dryden Road, Elizabeth Drive, Goldsmith Place, Keats Close, Keble Walk, Kingsley Close, Kipling Rise, Longfellow Walk, Masefield Drive, Milton Avenue, Shakespeare Close, Shelley Road, Spenser Close, St Austell Close, Tennyson Avenue, Thackeray Drive, Wordsworth Avenue.	September 2016
Spital	Alfred Street, Ashby Road, Beech Close, Beech Road, Borough Road, Cedar Drive, Cherry Tree Walk, Chestnut Avenue, Comberford Road, Copes Drive, Edward Street, Gillway Lane, Hawthorne Avenue, Hilltop Avenue, Holly Close, Laburnum Avenue, Lilac Road, Nevill Street, Prospect Street, Queensway, Salters Lane, Steere Avenue, Stevenson Road, Tempest Street, Wigginton Road, Willington Road.	October 2016
Stonydelph	Craven, Crowden Road, Ealingham, Edale, Ellerbeck, Eringden, Garrigill, Gayle, Holwick, Litton, Lothersdale, Milburn, Montley, Murton, Pennymoor Road, Rainscar, Ravenstone, Raygill, Ribblesdale.	November 2016
Trinity	Greenhill Close, High Street, New Street, Orchard Close, Parkfield Crescent, Tamworth Road, Welford Road, Wigford Road.	November 2016
Wilnecote	Arden Road, Ash Grove, Bailey Avenue, Bakers Walk, Beauchamp Road, Brook Avenue, Callis Walk, Castle Road, Cottage Walk, Ethelfleda Road, Gorsy Bank Road, Hastings Close, Hockley Road, Ivyhouse Walk, Jervis Road, Kilbye Close, Kimberley, Leisure Walk, Liberty Road, Linthouse Walk, New Road, Overwoods Road, Quarry Hill, Saxon Close, Smithy Lane, Stonehill Walk, Tinkers Green Road.	December 2016

The estate inspection team will aim to identify issues such as:

- Vandalism
- Abandoned vehicles
- Graffiti
- Litter and fly tipping
- Dog fouling
- Problems with highway maintenance and street lighting
- Health & safety issues
- Neglected homes and gardens
- 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)

Estate inspections will:

- 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