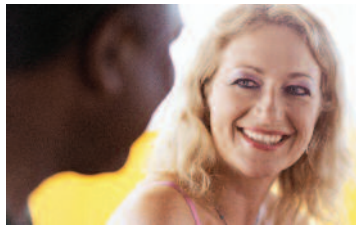


# watergate estate



## Neighbourhood agreement

A neighbourhood agreement between customers in the Watergate Estate and agencies working in the area.



Give respect Get respect



All partners in the development of this document fully endorse the removal of all barriers to effective participation arising from ethnicity, religion, geographic location, special needs, language differences, learning difficulties, sexual orientation, gender, age or disability.

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ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਹੇਠਾਂ ਲਿਖੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਵੀ ਤਿਆਰ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ : ਬੰਗਾਲੀ, ਕੈਂਟੋਨੀਜ਼, ਹਿੰਦੀ, ਮੈਂਡਰਿਨ, ਪੰਜਾਬੀ, ਉਰਦੂ ਅਤੇ ਪੋਲਿਸ਼। **ਤੁਸੀਂ ਇਸ ਫੋਨ ਨੰਬਰ 01388 761946 ਉੱਪਰ ਫੋਨ ਕਰਕੇ ਇਸ ਦੀ ਕਾਪੀ ਹਾਸਿਲ ਕਰ ਸਕਦੇ ਹੋ।**

اس دستاویز کا ترجمہ درج ذیل زبانوں میں کیا جاسکتا ہے: بنگالی، کنٹونیز، ہندی، منڈارین، پنجابی، اردو،

پولش۔ آپ **01388 761946** پر فون کر کے اس کی ایک کاپی حاصل کر سکتے ہیں۔

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## Introduction

### What is a neighbourhood agreement?

A neighbourhood agreement is created by local agencies to help tackle issues of concern which have been identified within a neighbourhood. All agencies agree to certain actions which they will undertake within the area.

This neighbourhood agreement has been created in partnership between Dale & Valley Homes, Watergate Action Group, residents of Watergate Estate, Durham Constabulary, Groundwork West Durham and Darlington and Durham County Council.

The neighbourhood agreement is for everyone living in or visiting Watergate Estate no matter what their ethnicity, religion, special needs, language differences, learning difficulties, sexual orientation, gender, age or disability.

## Section 1 Agencies involved

### 1. Dale & Valley Homes



Dale & Valley Homes,  
Wear Valley Business  
Centre, 27 Longfield Road,  
South Church Enterprise  
Park, Bishop Auckland, Co  
Durham, DL14 6XB

Call 0800 0830333 - free from a landline  
or 0300 2000 194 - this number is  
cheaper than the free-phone number for  
people who use their mobile phones.

[www.daleandvalleyhomes.co.uk](http://www.daleandvalleyhomes.co.uk)

### 2. Watergate Action Group



Call William Lomax, Chair of  
Watergate Action Group on  
01388 765435 or  
Ken Godard, Secretary of  
Watergate Action Group on  
07800 877504

### 3. Durham Constabulary



Main Station, South Road,  
Crook, Co. Durham,  
DL15 8NE

#### Area Contact:

T: 0345 6060365

E: [crook@durham.pnn.police.uk](mailto:crook@durham.pnn.police.uk)

#### Opening Times:

8am till 6pm Monday to Friday  
Closed Saturday and Sunday

### 4. Groundwork West Durham and Darlington



Groundwork West Durham  
and Darlington, Grosvenor  
House, 29 Market Place,  
Bishop Auckland, Co  
Durham, DL14 7NP

T: 01388 662 666

F: 01388 661 941

Northern Office T: 01207 524803

Darlington Office T: 01325 353791

E: [west.durham@groundwork.org.uk](mailto:west.durham@groundwork.org.uk)

### 5. Durham County Council



Available Mon -  
Thurs, 8.00am to  
5.30pm and Friday,  
8.00am to 5.00pm.

■ T: 01388 765555

■ F: 01388 766660

■ Minicom: 01388 761515 (for people  
with hearing impairment)

#### Write to or visit:

Durham County Council, Civic Centre,  
Crook, Co Durham, DL15 9ES

## Section 2

### Profile of Watergate Estate

Watergate Estate is situated in Crook, County Durham. There are 706 households on the estate including flats, houses and bungalows. There are 214 privately owned, housing association or privately rented homes and 492 properties managed by Dale & Valley Homes.

#### The Neighbourhood Agreement covers:

- |                      |                       |
|----------------------|-----------------------|
| ■ Langdale Avenue    | ■ Hawes Crescent      |
| ■ Honister Square    | ■ Woodlands Court     |
| ■ Coniston Crescent  | ■ Dale View           |
| ■ Derwent Avenue     | ■ Blencathra Crescent |
| ■ Rydal Drive        | ■ Shipley Terrace     |
| ■ Ullswater Crescent | ■ Greenside Place     |
| ■ Scafell Gardens    | ■ Buttermere Grove    |
| ■ Wheatfield Gardens | ■ Ennerdale Drive     |
| ■ Newlands View      | ■ Grasmere Grove      |
| ■ Esk Gardens        | ■ Borrowdale Grove    |
| ■ Bedburn Close      | ■ Durham Road         |
| ■ Windermere Gardens | ■ Rumby Hill Lane     |

## Section 3

### Issues of concern

Dale & Valley Homes and Watergate Action Group consulted Watergate Estate residents to find out their main issues of concern. Through a survey and open day for all residents, the issues raised as main concerns were:

- Anti-social behaviour
  - Drugs
  - Alcohol
  - Youth nuisance
- Litter
- Fly-tipping
- Dog fouling
- Speeding/Vehicle nuisance

The areas within the estate that the consultation process identified are:

Area	Issues
<b>Blencathra Crescent</b>	<ul style="list-style-type: none"> <li>■ Youth nuisance</li> <li>■ Alcohol nuisance</li> <li>■ Noise nuisance</li> <li>■ Drug nuisance</li> <li>■ Dog fouling</li> <li>■ Litter</li> </ul>
<b>Road following Crook Beck</b>	<ul style="list-style-type: none"> <li>■ Vehicle nuisance</li> <li>■ Speeding vehicles</li> </ul>
<b>Crook Beck</b>	<ul style="list-style-type: none"> <li>■ Fly-tipping</li> <li>■ Dog fouling</li> <li>■ Litter</li> <li>■ Youth nuisance</li> <li>■ Noise nuisance</li> <li>■ Alcohol nuisance</li> <li>■ Drug nuisance</li> </ul>

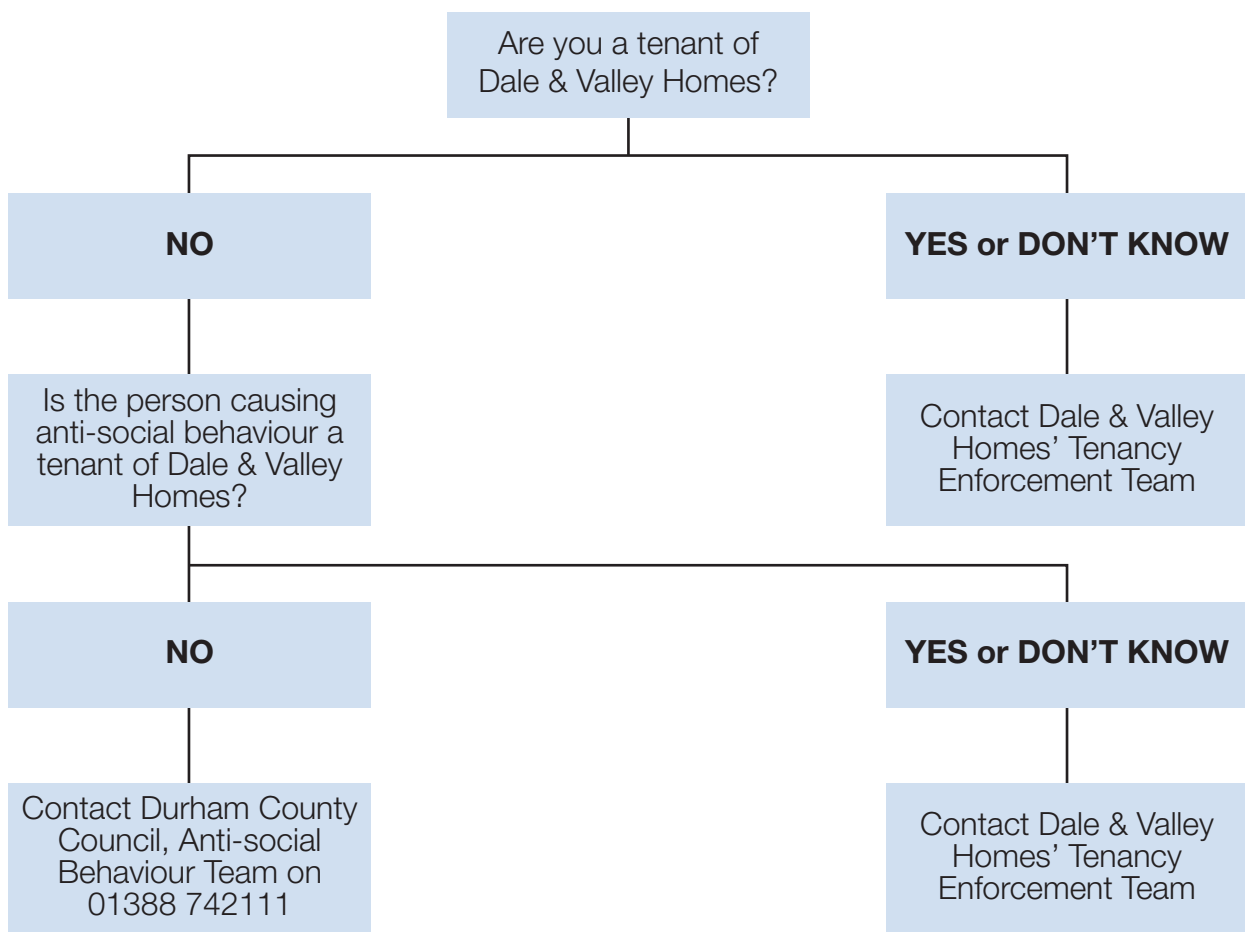
## Section 4

### Getting problems resolved

#### Anti-social behaviour

Anti-social behaviour is: ‘conduct which causes nuisance or annoyance and which impacts on you and your neighbourhood’.

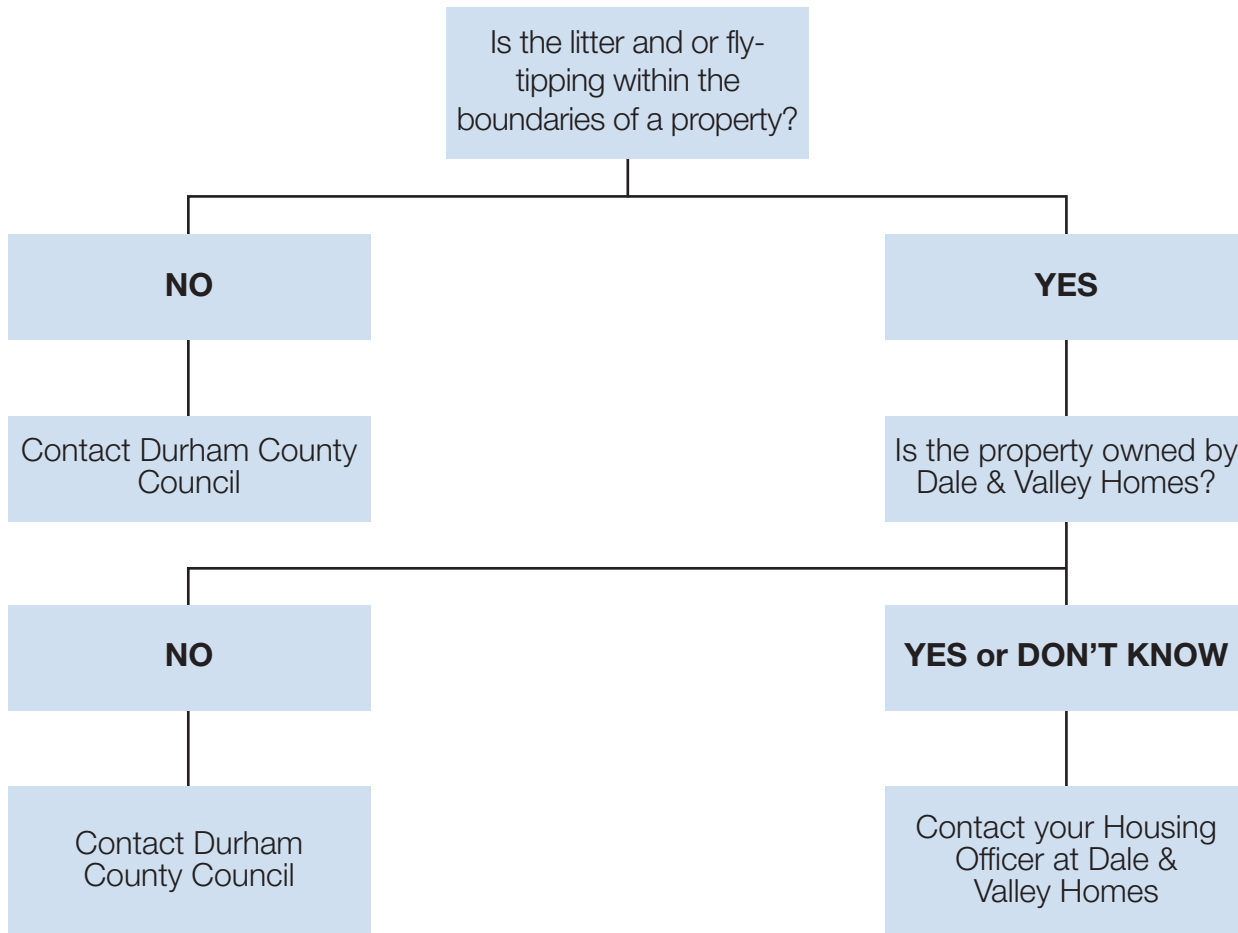
If you believe you are a victim of anti-social behaviour use the flow chart to find out who you should report it to:



**If you think the issue of anti-social behaviour needs addressing urgently, please call the police. If it is an emergency please call the emergency services on 999.**

## Littering and fly-tipping

If you notice litter or fly-tipping within the neighbourhood, please follow the flowchart to see who you need to report it to:



Remember, if you have bulky-waste items of your own to dispose of, you need to contact Durham County Council and they will arrange to collect them. There is a charge of £10 for collecting up to six items.

## Dog fouling

If you notice dog fouling in the neighbourhood please contact Durham County Council.

Available 8.00am to 5.30pm, Mon - Thurs and 8.00am to 5.00pm Friday.

- T: 01388 765555.
- F: 01388 766660

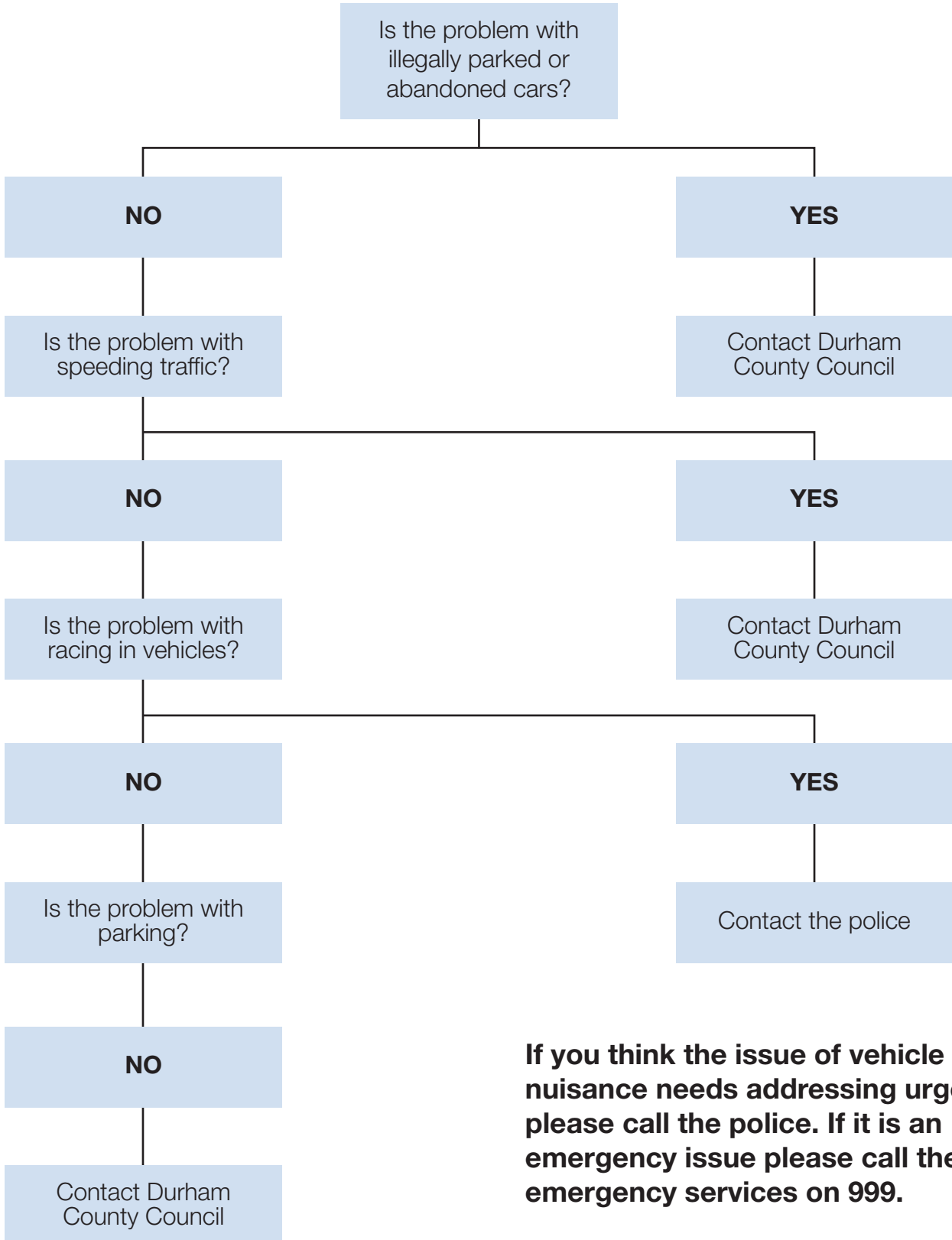
- Minicom: 01388 761515 (for people with hearing impairment).

Write to or visit:

Durham County Council  
Civic Centre  
Crook  
Co Durham  
DL15 9ES.

## Vehicle nuisance

If you see vehicles that are parked illegally or think a vehicle has been abandoned, follow the flowchart to find out whom you need to report the problem to:



**If you think the issue of vehicle nuisance needs addressing urgently, please call the police. If it is an emergency issue please call the emergency services on 999.**

## Section 5

### Current community initiatives

Initiative	Agency leading initiative
<b>Operation Hawkeye</b>	Durham Constabulary
<b>Operation Eagle Eye</b>	Durham Constabulary
<b>Community Visibility</b>	Durham Constabulary
<b>Operation Summer nights</b>	Durham Constabulary
<b>Operation DARC</b>	Durham Constabulary
<b>Estate Inspections</b>	Dale & Valley Homes
<b>Residents Meeting</b>	Watergate Action Group
<b>Police And Community Together (PACT) meeting</b>	Durham Constabulary

For more information on these initiatives, please contact the agency leading it and they will be happy to help you.

## Section 6

### Making improvements

To make a difference, the agencies and residents of Watergate Estate have agreed to do a number of things to improve the estate.

Who	What	When
<b>Dale &amp; Valley Homes</b>	<ul style="list-style-type: none"> <li>Undertake a neighbourhood assessment with customers to highlight the areas of concern</li> </ul>	April 2009
	<ul style="list-style-type: none"> <li>Monitor the impact of the neighbourhood assessment through estate inspections and act on environmental works needed</li> </ul>	April 09 - Nov 09
	<ul style="list-style-type: none"> <li>Ensure a staff member is in attendance at all Watergate Action Group public meetings to discuss any queries customers have</li> </ul>	April 09 - September 09
<b>Groundwork West Durham and Darlington</b>	<ul style="list-style-type: none"> <li>Develop environmental projects with Watergate Action Group to improve the neighbourhood and surrounding areas</li> </ul>	April 09 - March 10
<b>Watergate Action Group</b>	<ul style="list-style-type: none"> <li>Update all customers on progress at the bi-monthly public meetings</li> </ul>	Bi - Monthly, April 09 - March 10
	<ul style="list-style-type: none"> <li>Work with all agencies to promote and support the delivery of actions</li> </ul>	Ongoing
<b>Durham Constabulary</b>	<ul style="list-style-type: none"> <li>Attend local Police and Community Together (PACT) meetings and work with the community to identify and address priorities for action</li> </ul>	Bi - Monthly
	<ul style="list-style-type: none"> <li>Work with the community to establish a community led initiative/event</li> </ul>	Annually

Who	What	When
<b>All Watergate Estate residents</b>	<ul style="list-style-type: none"> <li>■ Support all agencies with the development of actions</li> <li>■ Report all anti-social behaviour problems</li> <li>■ Report all fly-tipping and littering</li> <li>■ Keep your garden clear of any rubbish</li> <li>■ When parking on the roadside, do not obstruct dropped kerbs or cover full pathways, so that pedestrians can get past without obstruction and vehicles can pass by on the road with ease</li> <li>■ Help keep children of the neighbourhood safe by driving carefully and slowly</li> <li>■ Attend public meetings or join the WAG committee to help us improve the neighbourhood</li> </ul>	Ongoing
<b>All agencies</b>	<ul style="list-style-type: none"> <li>■ Create a quarterly newsletter dedicated to Watergate Estate, with updates of actions taken and future developments, news on what is happening with empty properties on the estate and the outcomes of estate inspections</li> <li>■ Organise neighbourhood clean-ups</li> </ul>	September 09 December 09 March 10  Oct - Dec 09

## Section 7

### Monitoring the agreement

Representatives from all agencies have formed a Neighbourhood Agreement Working Group.

The group will meet every three months throughout the year to monitor and evaluate the agreement. All agencies will review the work carried out and the outcomes of actions. All outcomes will be publicised to all residents of Watergate Estate through a quarterly newsletter.

Updates will be given to customers at the monthly public meetings held by Watergate Action Group and the PACT meetings held by the police.

This Neighbourhood Agreement will be reviewed in November 2009.

## Section 8

### Enquiries and complaints

#### Enquiries

If you would like more information or have any queries regarding any of the topics in this neighbourhood agreement, please contact the Access and Customer Care Team at Dale & Valley Homes who will be happy to help.

#### Complaints

All agencies want this neighbourhood agreement to improve life for all residents of the Watergate Estate. If you feel that something within this agreement is not satisfactory or something has gone wrong which you are unhappy about, the agencies need to know so that they can put them right and learn from them.

#### What do I do if I am unhappy with the neighbourhood agreement?

Please contact the Access and Customer Care Team at Dale & Valley Homes who will take the appropriate action. At this stage they will not treat your comments as a formal complaint. They will log your comment onto their informal comments database, The Access and Customer Care Team can give you more information about the informal comments database.

If you feel your comments have not been given proper attention or that they have not been handled properly, you may wish to follow the formal complaint process.

This means we will:

- Respond to your complaint within ten working days
- If we are unable to respond to you within ten working days, we will tell you in writing and respond within a further ten working days.

The Access and Customer Care Team can give you more information on the formal complaints system.

## Customer Agreement

1. I/we have read the Watergate Estate Neighbourhood Agreement
2. I/we understand it is important to behave responsibly and to make sure I/our family and visitors do the same
3. As residents of Watergate Estate I/we agree to
  - Support all agencies with the development of actions
  - Report all anti-social behaviour problems
  - Report all fly-tipping and littering
  - Keep my/our garden clear of any rubbish
  - Park in a suitable place throughout the estate, not obstructing dropped kerbs or covering full pathways
  - Help keep children of the neighbourhood safe by driving carefully and slowly.

Signed

.....

Names

.....

Address

.....

.....

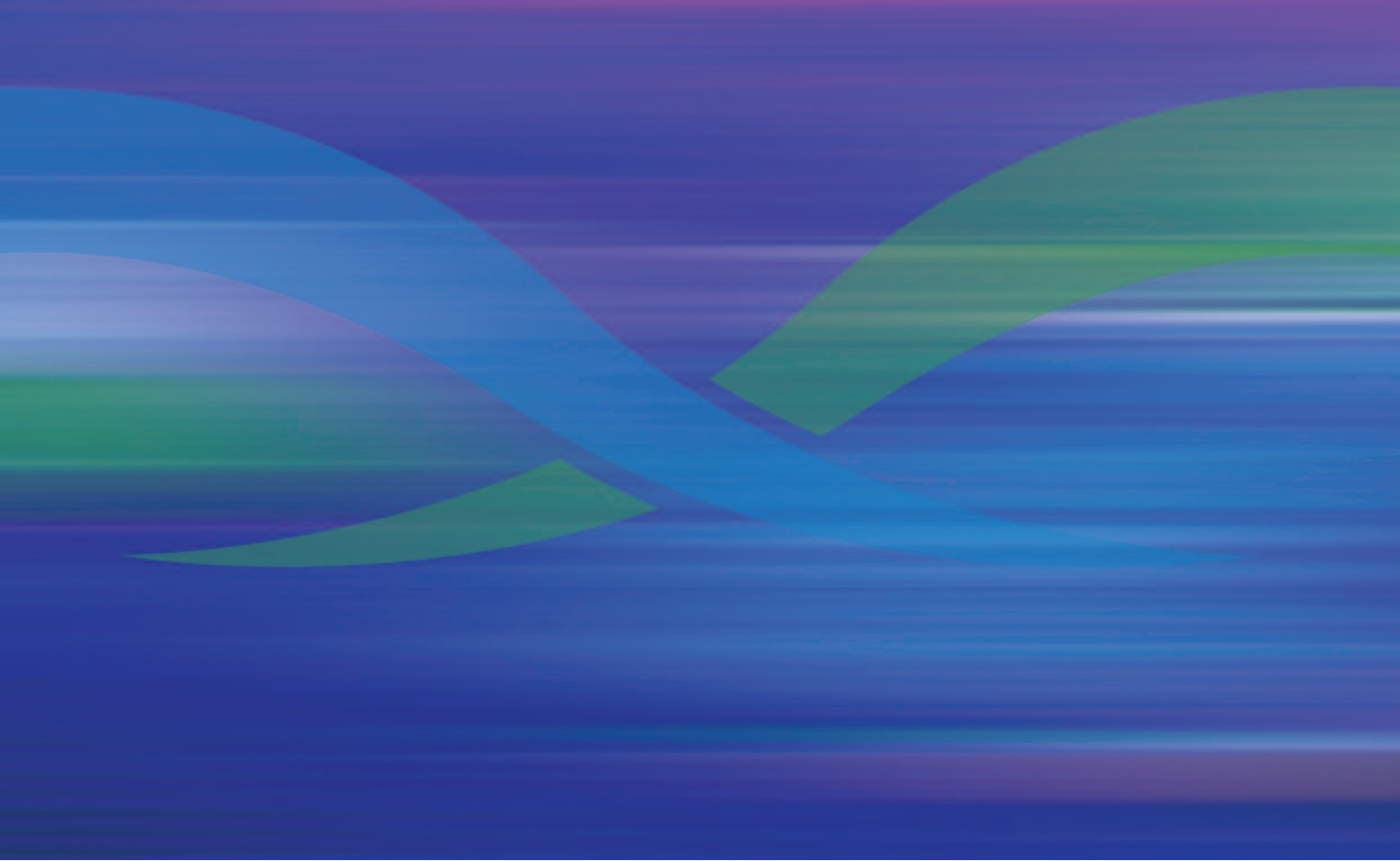
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Date

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A neighbourhood agreement between customers in the Watergate Estate and agencies working in the area.

