

If you want more information please call in at our shops, log in at our website:

www.newcharter.co.uk

or call us on:

0161 331 2000

All information is also available in large print on request

& Neighbourhoods & Communities

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new charter
HOUSING TRUST GROUP

Welcome

We hope you liked reading our first edition of your neighbourhood newsletter. We enjoyed putting it together and are pleased to be able to update you once again. This issue features some of our success stories on anti-social behaviour in the community and also safety both in the home and during the summer months.

You've also got the opportunity to talk to us, so please remember to let us know if there is anything in particular you would like us to feature in the next issue. This will be at the end of the year. In the meantime, thank you for being a customer of New Charter, enjoy reading and have a safe summer 2008.



Tony Powell
Director of
Tenancy Services

Freephone:

You can report any nuisance or hate incidents on our free 24 hour Helpline number **0800 027 0522**. Callers are asked to supply their name and address but can report information anonymously if they wish.

Where crime is involved you should always contact Greater Manchester Police on **872 5050** or **999** if it is an emergency.

Aiming High - Moving on up!

An initiative funded by Denton South Partnership and the Primary Care Trust (PCT) has brought a new meaning to "Moving On Up" for a group of young people from Denton.

Our Tenancy Enforcement Officers teamed up with PC Ian Rowley and his colleagues from Denton Police Station and with the Community Safety Unit and PCT, with the aim of helping young people on the brink of causing anti-social behaviour.

Over several weeks, they were taken to Awesome Walls in Stockport where they faced challenging sessions climbing high rock walls, as well as attending sessions on First Aid training and healthy living. The hope was that these exercises would provide them with the opportunity to learn new skills, as well as build new confidence.

The initiative provided a fantastic opportunity to break down the barriers that can exist between young people and the Police.



این اطلاعات از چارٹر جدید گروپ ہاؤسینگ ٹرسٹ میں ہیں۔ اگر شما به ما بگویید که به چه زبانی صحبت میکنید ما یک مترجم برای شما فراهم خواهیم کرد یا شما می توانید از یک نفر از دوستان یا بستگان خود بخواهید که با ما با تلفن 0161 331 2400 تماس بگیرد.

یہ معلومات کے چارٹر ہاؤسنگ ٹرسٹ سے لی گئی ہیں۔ اگر آپ بتائیں کہ آپ کو کئی زبان بولنے ہیں تو ہم آپ کے ترجمان کا انتظام کریں گے۔ آپ اپنے کسی دوست یا رشتہ دار کو کہیں کہ وہ ہم سے ملنی فون نمبر: 0161 331 2400 پر رابطہ قائم کرے۔

এই ইনফরমেশনটি নিউ চার্টার হাউসিং ট্রাস্ট গ্রুপ থেকে দেয়া হচ্ছে। আপনি কোন ভাষাতে কথা বলেন যদি আমাদের বলেন তবে আমরা সেভাবে সাহায্য করতে পারি। অথবা আপনি আপনার কোন বন্ধু বা আত্মীয়কে আমাদের সাথে কোনো কথা বলার জন্য অনুরোধ করতে পারেন, নং: 0161 331 2400

આ માહિતી ન્યુ ચાર્ટર હાઉસિંગ ટ્રસ્ટ ગ્રુપ તરફથી છે. તમે કઈ ભાષા બોલો છો તે જો તમે અમને અતાવો તો, અમે દુભાષિયાની સેવાઓ ક્વી આપીશું. અથવા તમે તમારા કોઈ મિત્ર કે સગાને 0161 331 2400 નંબર પર અમને ફોન કરવાનું જણાવી શકો છો.

Cette information est donnée par le New Charter Housing Trust Group. Si vous nous informez de la langue que vous parlez, nous pourrions vous fournir les services d'un interprète. Ou alors, vous pouvez demander à un ami ou à quelqu'un de votre famille pour nous appeler au 0161 331 2400.

Esta informação é advinda do New Charter Housing Trust Group. Caso possa nos informar qual sua língua materna, contrataremos um interprete. Ou você pode pedir a um amigo ou membro da familia para ligar no número 0161 331 2400.

Autorem tej informacji jest New Charter Housing Trust Group. Jeśli powiesz nam w jakim języku mówisz, umówimy tłumacza. Możesz też poprosić znajomego lub kogoś z rodziny, aby zadzwonił do nas pod numer 0161 331 2400.

Summer Safety

We are now enjoying the summer season and the increased temperatures which it brings.

Windows and doors are opened to allow a fresh breeze into the home. Lawn mower leads are run from the house as we cut the grass on an almost never ending cycle. It is great to sit in the garden with a refreshing drink and enjoy the summer evenings.

At the other end of the social scale, the thieves are out enjoying the same weather.

No need to force an entry to homes, windows are open. Residents are in the garden and the mower is drowning out the sound of the intruder.

We are hoping to buck the trend by sending a clear message to would-be burglars that residents in Tameside really do listen to advice given by all the partner agencies involved in reducing burglary across the borough.

Although burglary rates in Tameside are falling, nearly a quarter of all burglaries nationally happen because residents leave doors and windows unlocked.

Please don't ruin your summer, spoil theirs!

By following some simple advice, every resident can reduce the risk of becoming a victim in the coming months:

- **Always check that your doors and windows are locked even if just "nipping next door" or down to the shops;**
- **Always lock your front door EVEN when in the house and ALWAYS when you are out in your garden;**
- **Try to leave expensive possessions out of sight - if you can see it through the window - so can a potential burglar!**
- **NEVER leave your car keys near the front door;**
- **Never leave a ground floor window open when you go to bed.**

On another matter... we all have a relative or a friend who has access to the Internet. There is a website available to us all 'free of charge' where we can register all of our electrical property and more. If the worst happens and we have a loss or a theft, it would be much easier to recover the property or identify a thief. Insurance Company and Police questions about the identity of your property would be easily answered by printing off your list on the website.

Please just have a look at www.immobilise.com and decide for yourself, as we said, it's free and worthwhile. This process makes it harder for thieves to sell your property on.

Last year the Partnership helped train PCSO's and Tameside Patrollers to deliver crime prevention surveys FREE OF CHARGE as well as being trained by the Fire Service to deliver Home Fire Risk Assessments.

To take advantage of this initiative, contact your local Neighbourhood Policing Team on 872 5050 or your local Patroller Service on 342 3010.

For further information about the Crime and Disorder Partnership and the agencies involved, you can visit the Crime and Disorder website at www.tameside/crime



Hate Crime Shatters Lives - Let's Pick up the Pieces Together!

Would you or someone you know like to be involved in a group that will get together to discuss how hate behaviour has affected you and how we can work together to put an end to it?

Have you been targeted because you are gay, an ethnic minority or just because you are different? If yes, we would like to talk to you about your experiences around hate behaviour and see if we can improve things for yourself and others.

If you want to get involved and make a difference, then contact Helen McDermott on 331 2000.

Crime Doesn't Pay

Another Tenant on Atlas Street decided to terminate his Tenancy after being served with a Notice Seeking Possession, after he had been charged with assault and burglary at a local church. The offence he was charged with was committed in the locality of his property and as this was a serious breach of his Tenancy Agreement, he felt he had no other option but to Terminate his Tenancy. Another example of New Charter's zero tolerance approach to anti social behaviour.



Respect Project

Two of New Charter's Tenancy Enforcement Officers have joined forces with Greater Manchester Police, Greater Manchester Fire and Rescue Service, Tameside Trading Standards and Tameside Patrollers, to deliver a presentation to around 320 pupils about Respect.

Each agency goes into a school and talks about issues such as committing criminal offences, making hoax calls, under-age sales, dog fouling and anti-social behaviour.

During the last input at the school, New Charter use a specially adapted version of "who wants to be a millionaire" quiz to test the pupils on topics that have been delivered. The aim of the classroom inputs is to encourage children to Respect themselves, others and the environment.

All those schools that are successful and get the million pound question right, earn the chance to on a 3 day residential trip to Robinwood Adventure Camp in Cumbria.

The residential trip helps children to mix, work together and increases self esteem.

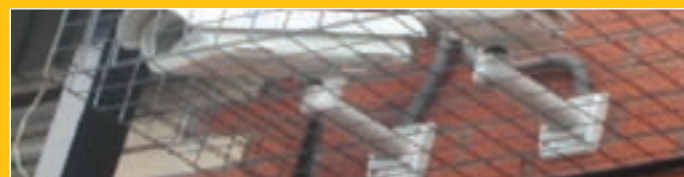


On Camera

New Charter has recently installed CCTV on some of our estates as a new safety measure to look after our tenants. The CCTV coverage protects approximately 1,450 of our properties and families, making Tameside a safer place to be.

These sites where CCTV has been installed include:

- **Rose Hill, Denton**
- **Stanhope Estate, Audenshaw**
- **Holford Court, Denton**
- **Waterton Lane, Mossley**
- **Smallshaw Estate, Ashton**
- **Brushes, Stalybridge**
- **Assheton House, Ashton**



State of the art cameras and recording equipment enables live pictures to be fed back to New Charter's headquarters, where images can be viewed by Enforcement Officers.

We have had a number of good results and with our joint partnership approach and our strong links with partner agencies such as the Police, we're able to tackle the perpetrators of crime, disorder and anti social behaviour with strong evidence.

We are now looking at other estates where we can introduce this new technology as part of our improvement of service to you.

Industry Day

Tenancy Enforcement Officers have visited local High Schools to demonstrate their skills in surveillance techniques and to provide an overview of all the various jobs that New Charter provides as an employer. This is delivered prior to choosing their GCSE options and therefore gives them an insight into the diversity of the Company. It also promotes the message of 'What is Acceptable Behaviour' and 'How New Charter tackles anti social behaviour'.

Cornerstone – Tameside Family Intervention Project

Family Intervention Projects provide very intensive support and challenge packages to families with dependent children who are at great risk of losing their home, because of their behaviour. The support includes help with parenting skills, life skills, education, training and help in accessing help from specialist agencies to provide expert help and support with issues such as drug/abuse and mental health problems. There are many such schemes nationwide and they have proven to be very successful in helping families address their behaviour issues, enabling them to get back on track and live their lives in a way which does not have negative impacts on neighbours.

Support is provided by way of very intensive and often intrusive support packages for up to 2 years, whilst ensuring the families do not become overly dependant on the Project.



Cornerstone is a pilot scheme developed by New Charter and NCH. It has a project worker employed by NCH to provide intensive family support on an outreach basis in Tameside to up to six families, irrespective of tenure, using the methods of working and expertise from an established neighbouring NCH Foundations project in Manchester. Up to two of those families will receive even more support by living at New Charter's Gibson Terrace supported housing scheme, with the remainder continuing to live in the wider community. Our project worker, Daryl Cross is based at Cavendish 249.

A local Monitoring Group comprising of managers from key agencies has been set up to support and monitor this work and to ensure that key agencies are playing their part.

Further Improvements on Crowwood Estate

In our first newsletter, we saw an article about how an innovative Lettings Policy had injected a new lease of life into Crowwood Estate. The Lettings Officer moved a number of new families in all at the same time and this helped to boost community spirit.

Since then the Neighbourhood Management Officer, Dave Andrew and his assistant Deborah Holt have worked tirelessly with the Regeneration Officer Shaun Gagie, Linda Whyatt from Tenant Participation and other partner agencies to improve the estate. The estate has seen the following initiatives implemented:-

- **Installed CCTV**
- **Worked closely with the Police and Patrollers to stamp out ASB**
- **Established tenants/focus group, tenant involvement**
- **Developed training/learning opportunities**
- **Environmental improvements making the estate look better**
- **Community events, coffee mornings and lunch clubs**
- **Dreamscheme and young peoples friendly neighbourhood scheme**
- **New Ground Project to help tackle ASB**



Some Facts

	18mths ago	12mths ago	Now
ASB cases on the estate	57	24	6
Criminal damage on the estate	18	9	0
Youth nuisance reported to the Police	18	14	1

The once derelict and vandalised shop on the estate was renovated and is now used by lots of agencies for the benefit of the community. Groundwork and the Regeneration team have designed an art mural on the gable end of the shop, not only has this decorated the area, but it has not been damaged in any way. It would seem that pride and respect is being restored to the area.

The improvements on this estate are an excellent example of joint working.

The Party's Over

Tenancy Enforcement Officers were the key witnesses in a serious case of ASB on Atlas Street, Ashton-under-Lyne. A new tenant began to have parties and play loud music within weeks of the tenancy starting. We issued a number of warnings and a notice to end the starter tenancy was served. However, problems continued and escalated to such an extent that one local resident fled her home.

An Injunction was obtained with a Power of Arrest. The tenant when served with the Court papers replied **"I DON'T WANT TO GO TO PRISON, I WON'T LET ANYONE IN MY FLAT, I PROMISE"**.

Soon after serving the papers, the Injunction was breached and the tenant was arrested and spent the night in a cell. The tenant decided to terminate the tenancy the next day and the property was shuttered. Local residents commented afterwards that the street had never been so peaceful.

Fire Safety

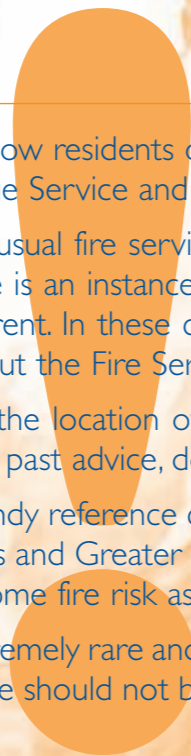
Recently New Charter has been looking at how residents of high rise blocks should respond to incidents of fire. We consulted with the Fire and Rescue Service and can now give you the following advice.

If you have a fire in your property then the usual fire service advice of getting out, closing doors behind you and calling 999 applies. However, if there is an instance of fire in the communal areas/stairs/foyer etc then the advice from the fire service is different. In these circumstances it is best for anyone discovering the fire to go back in to their property, call out the Fire Service and await rescue.

It is important to remember that whatever the location of the fire that you do not use the lift, stop to retrieve personal belongings and contrary to past advice, do not attempt to fight the fire yourself.

These instructions are being printed onto handy reference cards (see example). Residents can then attach it in a prominent place within their properties and Greater Manchester Fire Service have kindly offered to deliver them for us whilst promoting their home fire risk assessments.

Thankfully fires within high rise blocks are extremely rare and the levels of fire proofing and safety standards within the buildings are so high that the advice should not be needed, but we believe it is always better to be safe than sorry.



FIRE ACTION

If you discover a fire in your flat:

- **Leave your property closing all doors to prevent fire spreading – DO NOT STOP TO RETRIEVE BELONGINGS**
- **Raise the alarm with the Fire Brigade**
- **Do not re-enter the property for any reason until told safe to do so by the Fire Brigade.**

If you discover a fire in the building:

- **Close all doors to prevent the fire from spreading**
- **Call 999 and ask for the fire brigade**
- **Stay in your home**
- **Wait until help arrives**

DO NOT USE THE LIFT

**DO NOT RE-ENTER THE BUILDING
UNTIL SAFE TO DO SO**

Court Corner

New Charter North v. H

A former tenant who had been evicted from their previous property for persistent rent arrears preyed upon the good nature of an acquaintance and moved in on a temporary basis with their partner. Within a very short space of time, the former tenant and partner had forced the tenant of the property to vacate the property and move in with his father. He terminated, but the former tenant would not vacate.

Our Group Legal Services took action to recover possession of the property and successfully evicted the former tenant from the property. A timely reminder that people should take great care over who they let stay with them at their property.



New Charter South v. B

This started as a case about anti-social behaviour which was dealt with initially by way of injunction. However, during the course of investigation into the conditions at the property, a substantial structure was discovered in the rear garden. We applied for an injunction to remove the structure on the basis that it was built without consent and was unsightly. The Court duly granted the injunction and a deadline was set for removal.

B failed to comply with the timescales and was presented with a stark choice; either get the structure removed within 7 days or bring your toothbrush to Court for the next hearing. The structure was removed.

Again, a good reminder that, if you are planning to make alterations to your property or conduct any works, you must ensure that you have written permission from your Landlord before you start the work. If you are in any doubt as to whether consent is required, speak to your Neighbourhood Management Officer who can then advise you.

Unfortunately, the anti-social behaviour continues and we are now taking action to demote the tenancy.

Gas No Access

We continue to obtain possession warrants and evictions in relation to tenants who persistently refuse to allow access for the service of their gas appliances and service. People have lost their homes, incurred substantial Court costs and will be deemed intentionally homeless just because they don't come to an arrangement to provide access to their properties in accordance with the terms of their Tenancy Agreement.

The system for gas has been streamlined a little further recently; tenants will now be informed of the impending visit and given opportunity to make appointments if they are not generally available. They will then receive two "on spec" visits where they can provide access. Finally they will receive a letter requiring access in accordance with the terms of the Tenancy Agreement. If access is still not obtained, the matter will be passed to Group Legal Services for action.

We have also agreed a process with Tameside MBC on gas no access matters where the Local Authority will apply to the Court on our behalf for a warrant to break in to the property and deal with the gas servicing. Again, this will result in a cost burden for defaulting tenants. **Please ensure that when you receive notification of the gas service, you make the appropriate arrangements.**