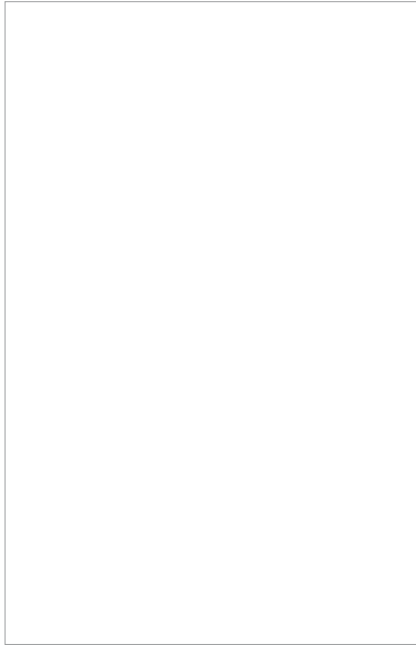




# Westminster Estate Neighbourhood Agreement

Working together for the wellbeing of Westminster Estate



## Our aims

Everyone has a right to live in a peaceful, clean and tidy environment.

Together we will make a united stand against anyone who does not respect their neighbours, their environment, their homes or the law.

This agreement sets out what residents and service providers are committed to do to make this happen – working together to maintain and improve standards and making clear who does what.

This Agreement provides a set of common principles, standards and useful information, in order to achieve a neighbourhood where:

- we are happy to live and get along with our neighbours
- we respect each other
- we are given support and good services from organisations working in the area
- organisations delivering services are accountable

Partners to this Agreement are:

- Westminster Estate residents
- Westminster Estate Tenants and Residents Association (WETRA)
- Liverpool Mutual Homes (LMH)
- Merseyside Police
- Liverpool City Council (LCC)

## Our commitment

By signing up to this agreement, residents and service providers are committing to the well-being of Westminster Estate and understand that a 'Good Neighbour' approach and tolerant attitude is needed from everyone.

We will respect all residents and visitors, whatever their age, status or background and be considerate about how we may affect others.

## Partner commitments

To work with Westminster Estate Residents in:

- preventing problems happening in the first place
- stating what is and is not reasonable behaviour to anyone who wants to move to the estate
- helping and encouraging you, as residents, to sort out problems between yourselves
- not tolerating crime, nuisance, harassment, or anti social behaviour
- using all the legal tools and powers to tackle crime, nuisance and anti-social behaviour
- supporting residents and witnesses who work with us to tackle and prevent nuisance and harassment
- taking all complaints of anti social behaviour seriously and dealing with them sensitively, appropriately and as confidentially as possible
- not tolerating wilful damage, neglect or vandalism anywhere on the estate

## What does it cover?

The agreement covers the key issues that have been identified from consultation events:

### Community safety

- Crime reporting
  - ASB
  - Graffiti
- Block Security

### Environment

- Rubbish & Fly tipping
  - Dog Fouling
- Green spaces & communal yards

### Community

- Getting involved / influencing decisions
- Children & Young People

### Housing management

- Repairs
- Letting Properties

## Monitoring the agreement

There are resident Block Contacts across the estate that will monitor the Agreement and report to the action group of service providers and WETRA. Any resident can get involved in monitoring this Agreement and there will be updates in the estate newsletter.



# Community safety

## Crime reporting:

<b>The police will:</b> Hold monthly 'Have your Say' meetings on the estate to set policing priorities with residents for the month ahead	<b>Residents will:</b> Let the Police know their priorities by attending the 'Have Your Say' meetings
Patrol the estate on foot ensuring they are patrolling the right places at the right times	Let PCSOs know about any issues or concerns when they are on patrol
Aim to answer 999 calls within 10 seconds and deploy to emergencies immediately	Ring 999 to report incidents where there is a risk to life or property
Aim to answer non 999 calls promptly	Ring 0151 709 6010 (instead of 999) to report crime and disorder that does not involve risk to life and property
Reply to messages left with your neighbourhood policing team on 0151 777 8658 within 24 hours	Call the neighbourhood police team for quality of life issues
If you are a victim of crime we will investigate the matter and agree with you on how often you want to be updated of progress	Take steps to keep yourself, family, home and property safe by taking sensible security measures
Provide crime prevention advice and property marking free of charge	Watch out for other people and their property to help make the estate a safe place to live
Provide monthly updates on local crime and policing issues	Keep up to date through police newsletters



LMH, the **Police** and **LCC** will work with the community and other partners to solve problems on the estate and make it a safer place to live

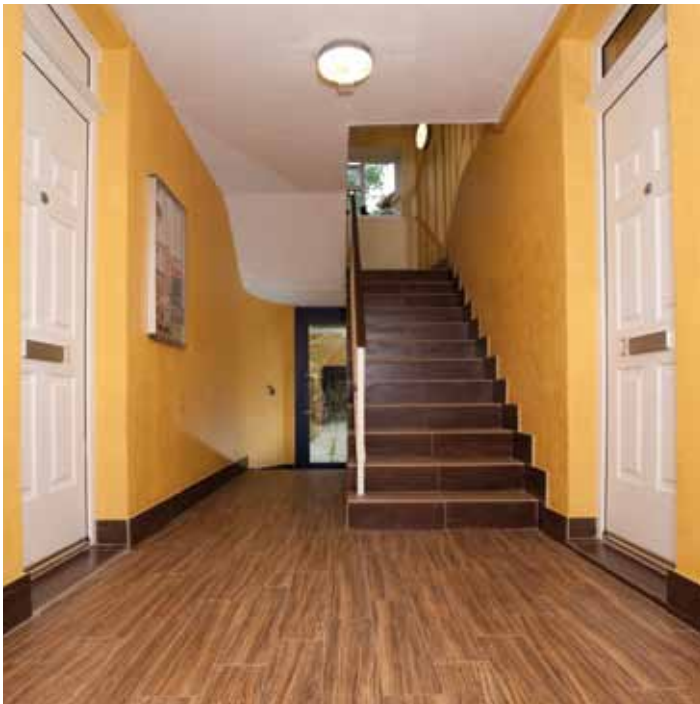
### Useful information

Phone **Crimestoppers** on 0800 555 111 to report crimes  
(you can remain anonymous)

# Community Safety

## Anti-social behaviour (ASB):

<p><b>LMH will:</b> Provide people experiencing ASB with diaries to record incidents</p>	<p><b>Residents will:</b> Keep ASB diaries and regularly hand them into the WETRA or LMH office</p>
<p>Provide advice &amp; information on how to report ASB and who to report it to</p>	<p>Keep LMH informed of any incidents</p>
<p>Contact within 5 days for non urgent cases and 24 hours for urgent cases</p>	<p>Report ASB to your local neighbourhood police team on 0151 777 8658 and LMH on 0800 678 1894 when you experience it as a victim or witness</p>
<p>Take enforcement action when appropriate and provide support for witnesses</p>	<p>Take responsibility for the behaviour of family members and visitors</p>
<p><b>The police will:</b> Patrol specific areas at the right times, as identified by the ASB diaries Visit (or contact by phone if preferred) all victims of ASB</p>	<p><b>Residents will:</b> Keep accurate diaries so that the Police can target the right areas at the right times</p>
<p>Provide evidence for ABCs &amp; ASBOs to LMH and actively prosecute offenders</p>	<p>Report any breaches of ABCs or ASBOs to the Police Team on 0151 777 8658</p>
<p><b>LCC will:</b> Provide signs to deter ASB and dog fouling</p>	<p><b>Residents will:</b> Comply with any signs on the estate</p>
<p>Investigate noise nuisance (timescale)</p>	<p>Report incidents of noise nuisance to Liverpool Direct on 0151 233 3001 and LMH on 0800 678 1894 Keep noise to a minimum, respecting neighbour's right to peace &amp; quiet</p>



**Partners** will work together to deal with ASB, sharing information, so that action can be taken and victims supported

**Residents** will respect their neighbours and be considerate about how lifestyles may affect others; show tolerance and reasonableness before complaining

# Community safety

## Graffiti:

<b>LMH will:</b> Remove graffiti within 24 hours if it is offensive and within 20 days for all other graffiti	<b>Residents will:</b> Report graffiti straight away to LMH if it is on LMH property on 0800 678 1894 or the City Council on 0151 233 3001 if it is anywhere else on the estate
<b>The City Council will:</b> Remove graffiti within 24 hours if it is offensive and within 20 days for all other graffiti when it is in public spaces	
<b>The police will:</b> Deal with serious cases by prosecuting offenders and publicising results	

## Block security:

<b>LMH will:</b> Make sure the blocks stay secure by responding to repair requests for security doors within 20 days	<b>Residents will:</b> Always make sure the main door is kept shut and not cause them to be damaged by propping open
Use information from the key fobs to identify and take action against anyone who is making the block insecure or causing nuisance	Not give access to strangers
Check fire doors every 4 weeks	Leave all communal areas clear. Report any build up of materials that may be used to make a fire to LMH on 0800 678 1894



# Environment

## Rubbish and fly tipping:

<p><b>LMH will:</b> Remove rubbish and recharge tenants responsible</p>	<p><b>Residents will:</b> Keep communal yards clear of rubbish Remove rubbish from their property before they move out</p>
<p>Make sure contractors do not leave rubbish on the estate</p>	<p>Report contractor dumping on 0800 678 1894 or to the WETRA Office</p>
<p>Take action against tenants on evidence of fly tipping</p>	<p>Not dump rubbish in communal areas in the blocks, yards or streets Contact LMH on 0800 678 1894 to report any fly tipping on LMH property</p>
<p><b>LCC will:</b> Collect household rubbish once a week and inform residents of any changes to collection days</p>	<p><b>Residents will:</b> Let LCC know if rubbish is not being collected by calling 0151 233 3001 Put rubbish out on the day of bin collections, making sure it is properly bagged (on the night before at the earliest) Look after their wheelie bin (where they have one)</p>
<p>Collect recyclable materials and green waste every 2 weeks</p>	<p>Put recycle bins &amp; boxes out on the day of collection (or the night before at the earliest) Request recycle bins or boxes on 0151 233 3001</p>
<p>Litter pick every 3 weeks</p>	<p>Not drop litter</p>
<p>Clean the streets every Thursday and the internal walkways every Tuesday</p>	<p>Report problems with this service to Liverpool Direct on 0151 233 3001</p>
<p>Remove fly tipping within 5 working days</p>	<p>Report fly tipping on 0151 233 3001</p>



## Useful information

You can arrange for large items to be taken away by **Bulky Bobs** on 0151 233 3001

LCC have a 'Blitz Team' that can work with residents on community clean up days. This is something that you may want to get involved in to keep the environment looking good

# Environment

## Dog fouling:

<p><b>LMH will:</b> Take tenancy action against any tenant who doesn't clean up after their dogs in public/communal areas and yards</p>	<p><b>Residents will:</b> Report dog fouling to the Environmental Enforcement Team on 0151 233 3001, especially if they witness it happening (or LMH if on LMH property)</p>
<p><b>LCC will:</b> Provide 'doggie bags' for residents through the WETRA Office</p>	<p><b>Residents will:</b> Clean up after their own dogs</p>
<p><b>The Police &amp; LCC will:</b> Patrol the area monthly and issue fixed penalties for dog fouling</p>	<p><b>Residents will:</b> Keep own pets under control and let the police or LCC know where and when dog fouling is a problem so that they can target police patrols</p>

# Environment

## Green spaces and communal yards:

<p><b>LMH will:</b> Inspect blocks, communal yards and areas every 4 weeks to identify where work needs doing</p>	<p><b>Residents will:</b> Keep communal yards tidy Report problems to LMH so that they can be dealt with in the 4 weekly programme</p>
<p>Remove or prune trees on LMH land that are dangerous to life or property within 1 month</p>	<p>Report problems with trees to LMH on 0800 678 1894</p>
<p>Cut grass verges on LMH land, every 4 weeks, from April to October</p>	<p>Contact LMH on 0800 678 1894 if this does not happen</p>
<p><b>LCC will:</b> Will cut grass verges every 3 weeks and will leave the area clean and tidy</p>	<p><b>Residents will:</b> Contact Liverpool Direct on 0151 233 3001 if this does not happen Not park on grass verges or cause damage to the verges in any way</p>

# Community

## Getting involved / influencing decisions:

<p><b>LMH will:</b> Provide staff support to WETRA</p>	<p><b>WETRA will:</b> Organise activities for the community Represent the interests of the whole community</p>
<p>Provide an office base for WETRA</p>	<p>Open their office at least twice a week to offer support, advice and information to residents</p>
<p>Provide a grant to cover the running costs of the office, holding meetings and producing newsletters</p>	<p>Keep residents informed of what they are doing through a quarterly newsletter</p>
<p>Run 6 weekly surgeries at the WETRA office</p>	<p>Provide confidential meeting space for surgeries</p>
<p>Work with local residents on community projects</p>	<p><b>Residents will:</b> Get involved in issues/events that interests them and contact organisations if they need help to get involved</p>
<p>Provide information on the different ways that residents can get involved with LMH</p>	
<p><b>The police will:</b> Run 6 weekly surgeries at the WETRA office, consult residents on local priorities at monthly 'Have Your Say' meetings for all residents and publicise these in a local newsletter</p>	<p><b>Residents will:</b> Speak to local PCSOs and treat them with respect</p>
<p>Always attend WETRA meetings</p>	<p>Let the police know their priorities at the meetings arranged for this purpose</p>

# Community

## Children & young people:

<b>LMH will:</b> Support activities for young people through a community grant scheme	<b>Residents will:</b> Support activities for young people through WETRA
Encourage young people to be involved in any LMH consultation and decision making	<b>Young residents will:</b> Have their say about activities that are organised on the estate
<b>All partners will:</b> Encourage young people to voice their views and share their ideas and opinions with organisations. Support youth organisations (such as LCC and Rathbone) in working with young people on the estate	<b>Young residents will:</b> Have their say about issues on the estate

The different organisations that deliver services on the estate meet with **WETRA** members every 6 weeks as an 'Action Group' to make sure that estate problems, issues and ideas are sorted out and acted on. Minutes of these meetings can be viewed by any resident, at the **WETRA** office

**Why not... Get involved in local events and activities that improve the neighbourhood. Take part in the Homewatch scheme**

**All partners** recognise the importance and value of engaging young people and supporting them in making positive contributions as well as developing young people's full potential and place in the community as good citizens

**Partners** particularly welcome and value the work of Rathbone youth organisation on the estate

# Housing management

## Housing management:

<p><b>LMH will:</b> Complete repairs on tenants homes according to the following categories: Emergency repairs- respond within 2 hours and complete within 24 hours Urgent repairs – completed by appointment within 3 working days Routine repairs – completed by appointment within 20 working days</p>	<p><b>Tenants will:</b> Tell LMH when a repair needs doing to their home by calling 0800 678 1894 Allow reasonable access for purpose of repairs &amp; maintenance Take responsibility for the repair and maintenance of anything they have bought &amp; fitted themselves Replace or repair items that have been damaged due to wilful misuse or neglect</p>
<p><b>LMH will:</b> Work with WETRA when letting flats on the estate, including joint viewing visits.</p>	<p><b>Residents will:</b> Report any problems with empty properties to LMH on 0800 678 1894</p>
<p>Insist on and check 2 references from any applicant before making an offer of accommodation</p>	<p>Comply with their tenancy agreement (if they are an LMH tenant)</p>
<p>State what is and is not reasonable behaviour to anyone who wants to move to the estate</p>	<p>Sign up to the Neighbourhood Agreement when signing up for a tenancy</p>
<p>Visit all new tenants within 4 weeks of moving in to check if there are any outstanding tenancy issues</p>	<p>Welcome all new tenants through a visit from WETRA</p>
<p>Carry out an annual gas safety check on tenanted properties</p>	<p>Give access to LMH to carry out repairs and the annual gas safety check (LMH tenants)</p>

## Contacts

Key contacts for organisations working on the estate

### Police

If it is an emergency dial **999**

If it's not an emergency dial **0151 709 6010**

If you want to speak to your policing team  
at Stanley Road Police Station dial **0151 777 8658**

### Liverpool Mutual Homes (LMH)



[www.liverpoolmutualhomes.org](http://www.liverpoolmutualhomes.org)

### Liverpool City Council (LCC)

Liverpool Direct **0151 233 3001**

[www.liverpool.gov.uk](http://www.liverpool.gov.uk)

### Westminster Estate Tenants and Residents Association (WETRA)

(Office open Monday, Wednesday & Friday mornings,  
10am - 12 noon)

2 Tees Street

**0151 922 8825**

[wetra@tiscali.co.uk](mailto:wetra@tiscali.co.uk)

Other Useful numbers for the area

### Crimestoppers

**0800 555 111**

### LCC Noise Nuisance Team

**0151 225 4955**

### Criminal Justice Centre

**0151 298 3600**

### Bulky Bobs

**0151 233 3001**

## Definitions

### ASB

#### Anti-Social Behaviour

Conduct by an individual or group which is capable of causing harm, distress, nuisance or annoyance to any person and which directly or indirectly relates to, or affects a persons quiet enjoyment of their home and/or community can be classed as anti-social behaviour.

### ABC

#### Anti-Social Behaviour Contract

A contract between organisations such as the Police or LMH and an individual who is being anti-social. It has conditions about future behaviour with the aim of changing someone's behaviour for the better. If this contract is broken, it can be used in evidence against the tenancy and could mean the person then gets an ASBO.

### ASBO

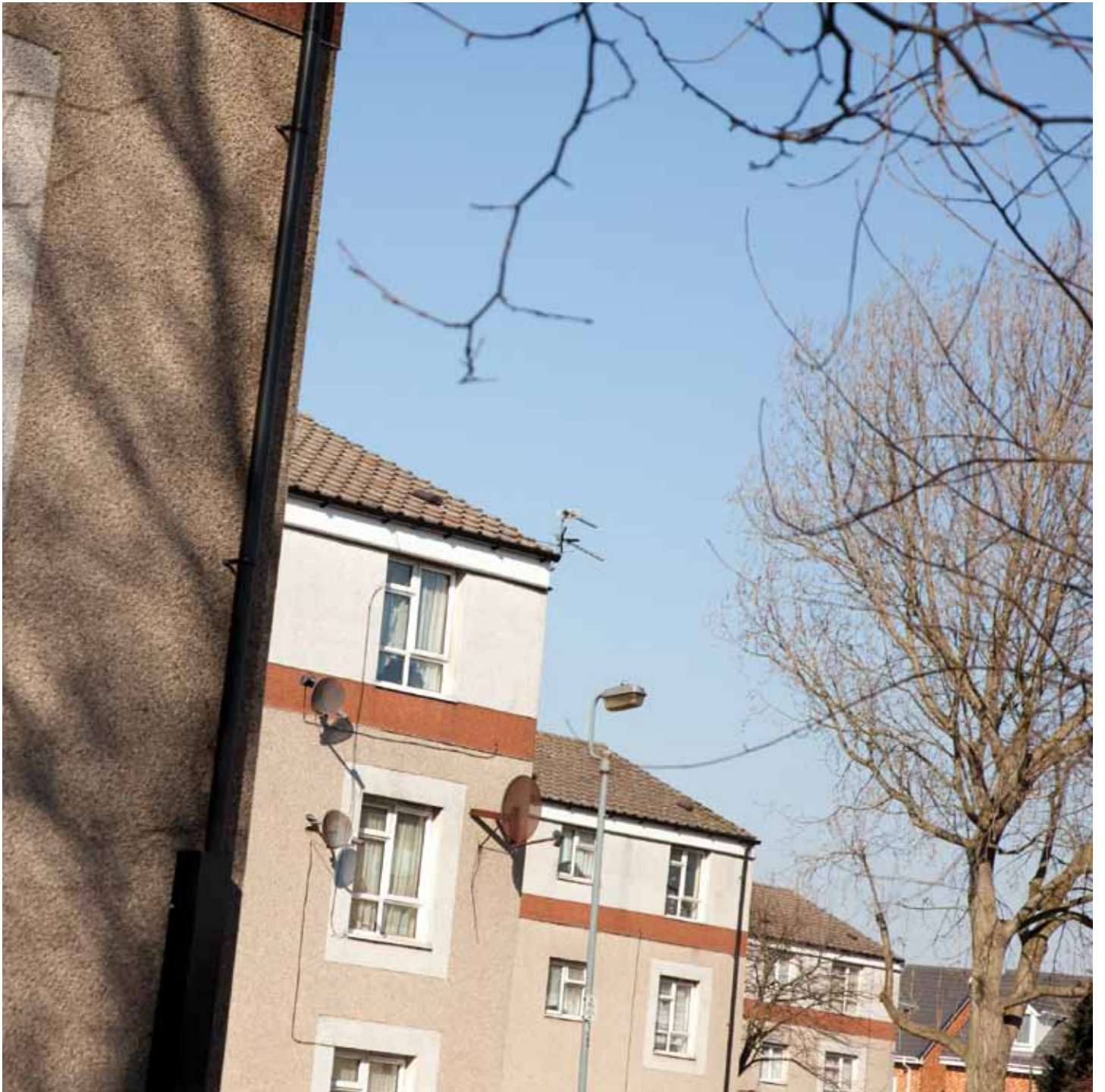
#### Anti Social Behaviour Order

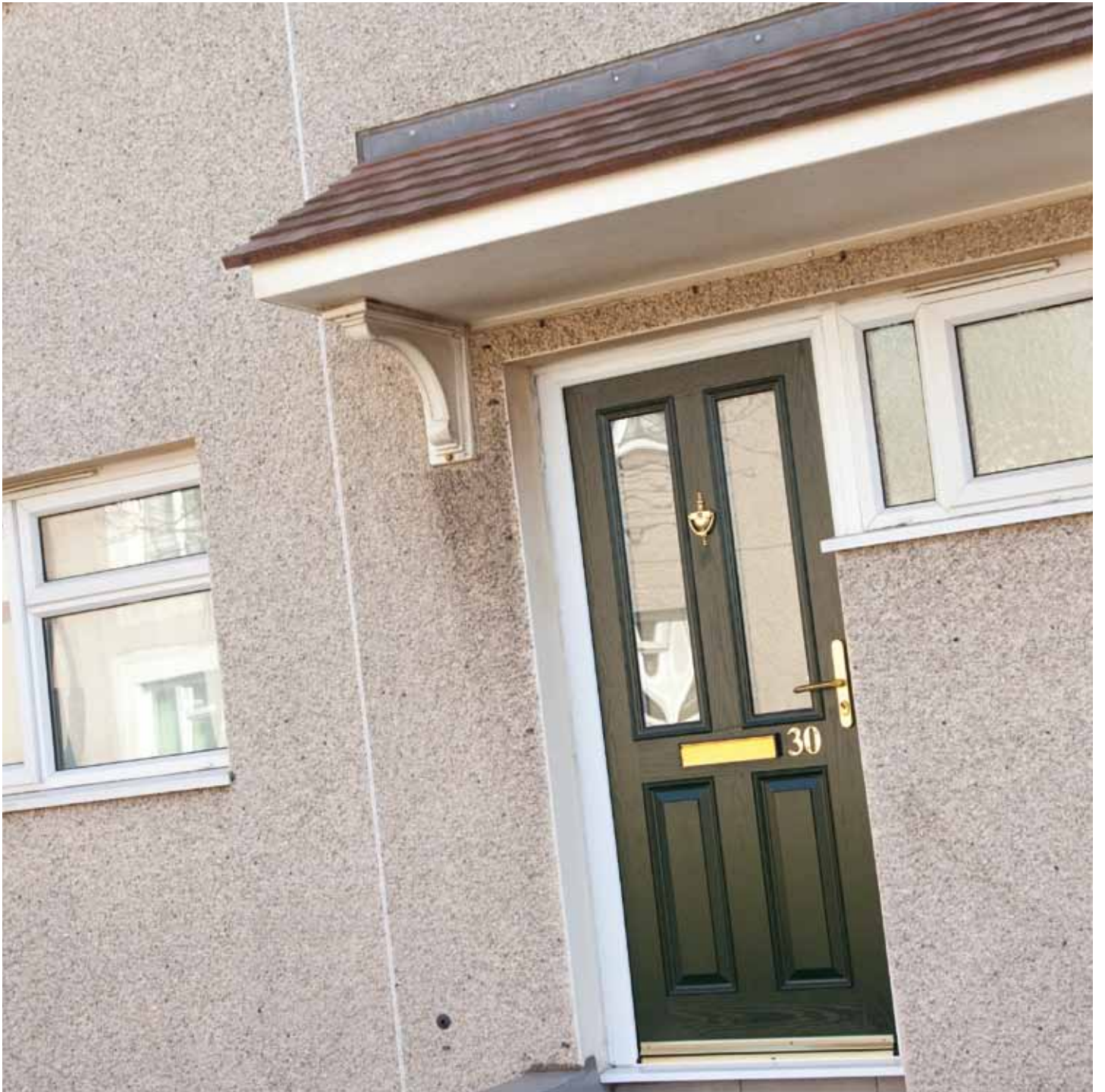
This is a legal order, intended to stop a person continuing to cause ASB. It is to protect the community and stop the crime and nuisance by the person. It is the Court that deals with any breach of an ASBO. This could mean a prison sentence in some cases.

This agreement has been

developed as part of a

Home Office initiative.  Home Office







Translation, braille, audio tape and large print available on request. Call us on 0800 678 1894

Contrato de vecindad - Traducción, Braille, cinta de audio y letras más grandes disponibles a solicitud. Llámenos al 0800 678 1894. (Spanish)

Heshiiska xaafadda loogu talagalay - Turjumaad, farta braille ee dadka indhaha la', cajalad dhegeysi ah iyo far waaweyn ayaa la heli karaa marka la codsado Naga soo wac lambarka 0800 678 1894 (Somali)

Договор о стандартах обслуживания и развитии района - По вашей просьбе информация может быть предоставлена на другом языке, шрифтом Брайля, в аудиозаписи или большим шрифтом. Звоните нам по телефону 0800 678 1894. (Russian)

لصتا بلطلا دن ع قرفاوتم قريبك تا عوبطمو توص طئارشو ليارب ققيرطو تامجرت دجوت - راولا قيقافتا مقرر لىع انب 0800 678 1894. (Arabic)

ليرب فورح اي ممجرت تروص تب تا عالطاني اتفايرد يارب دين اوتيم ديشاب لي ام هچنان چ - ىراو جمه ياه قفاوت ديهدتس اوخرد گرزب فورح اب پاچ اي و ىتوص راون ىور رب طبض اي (نايان يبان صوصخم) 0800 678 1894. (Farsi)

邻里合约如需翻译、盲文、录音磁带和大字版本，请随时索取请拨打0800 678 1894与我们联系 (Chinese)

## Working together for the wellbeing of Westminster Estate



This agreement has been developed as part of a Home Office initiative

