



DERBY CITY COUNCIL

AREA PANEL 3 22 JUNE 2005

Report of Assistant Director Housing and Advice Services

Activ 8 Project – Petition by Local Residents

SUPPORTING INFORMATION

- 1.1 A petition has been received from local residents within the Mount Carmel Street area.
- 1.2 The petition relates to instances of inappropriate behaviour resulting from residents or friends of residents of the Activ 8 project, at 35 Mount Carmel Street, which is operated by Stonham Housing Association.
- 1.3 This inappropriate behaviour has caused undue disturbance to neighbours.
- 1.4 As a result of complaints made by neighbours and the resulting petition senior representatives from Stonham have met with local residents and Ward Councillors with a view to resolving these problems.

PROPOSED ACTION

- 2.1 As a result of the meeting with local residents and Councillors and one to one discussions with neighbours, Stonham has further developed internal monitoring procedures to ensure that staff are able to respond more quickly to comments or complaints that may be received.
- 2.2 The staff have also done additional work with tenants to increase their awareness in relation to their behaviour and how this may impact on others and indeed their responsibilities in relation to their Tenancy Agreement which prohibits excessive noise and other inappropriate behaviour.
- 2.3 Stonham has also updated CCTV surveillance around the building which now provides a 24 hour, 7 days per week recording facility.
- 2.4 In addition the property is now being monitored by Neighbourhood Wardens following agreement with the Anti-social Behaviour Team. The contact number for the Neighbourhood Wardens has been distributed to neighbours to enable them to report inappropriate behaviour.

- 2.5 Stonham have also proposed providing a Concierge service at the building to provide 24 hour on site supervision. Whilst the introduction of this service has been agreed locally, it does require agreement from Stonham head office and the proposal is currently going through Stonham's internal approval processes. It is anticipated that approval may be forthcoming in July of this year. The scheme would be dependant upon Housing Benefit meeting some of the cost of the service.
- 2.6 With the exception of the Concierge service which has yet to come into operation, the other measures have only been introduced in the last few months. Stonham have agreed with local residents that it would be sensible to review, over a period of time, the effectiveness of these measures. Stonham have emphasised that in the interim local residents should report any instances of inappropriate behaviour and Stonham will seek to resolve these as a matter of urgency.

For more information contact:	Ian Fullagar 01332 255185 e-mail ian.fullagar@derby.gov.uk
Background papers:	None
List of appendices:	None