

USEFUL CONTACTS

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

REPORT FAULTS AND DEFECTS VIA

The 'My Staffs' app, downloadable from the app store

- **Tamworth Police**
Tel: 101, email: tamworth.npu@staffordshire.pnn.police.uk
- **Environmental issues:**
Email: environmentalmanagement@tamworth.gov.uk
- **Streetscene**
Tel: 01827 709709, email: enquiries@tamworth.gov.uk

Tamworth Borough Council's 'factsheet library' that can be viewed at:
www.tamworth.gov.uk/asb-zone

GET INVOLVED

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

Email: tenantparticipation@tamworth.gov.uk
Tel: 01827 709709

**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 ESTATE INSPECTIONS 2023-2024

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 annual estate inspections.



Why have estate inspections?

The purpose of the inspection 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?

We are committed to inspecting our housing areas on a regular basis. The housing estates are located across ten wards and each will be inspected once a year. This is supported by officers from the Neighbourhood team who work on the estates on a daily basis. For further information, please see the estate inspection details overleaf.

Estate inspections will be undertaken by the officers from the Neighbourhood team and Tenant Inspectors, supported by the Tenant Regulatory and Involvement Team.



What happens after the inspection?

The outcome and actions for all inspections will be reported as part of You Said, We Did, in Open House, the tenant's e-newsletter and will form part of the annual impact assessment for all tenant involvement activity.

Council properties - if the inspection finds that you are in breach of your tenancy agreement, for example fly-tipping, unkempt garden, then we will write to you, giving you opportunity to address the issues in an appropriate time frame to avoid penalties and any further action.
Private properties - non council tenants are covered by their individual covenant agreement.

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 make sure that all concerns are fed back to the appropriate organisation. They will then be asked to respond to issues within 28 days to ensure these are actioned and resolved accordingly.



Tamworth
Borough Council

ESTATE INSPECTIONS 2023-2024

Estate inspections will be carried out during the period 1 April 2023 to 31 March 2024.

Ward	Area – Streets/Roads
Amington	Arden Close, Fairview Close, Florendine Street, Highfield Avenue, Kerria Road, Madrona, Magnolia, Monks Way, Nemesis, Primrose Drive, Quince, Ridgewood Rise, Robinia, Saffron, Sorbus, Sorrel, Spruce, Tilia Road, Trefoil, Woodhouse Lane.
Belgrave	Allensmead, Barnbridge, Belgrave Road, Bright Crescent, Broadsmeath, Exley, Greatmead, Hamble, Hayle, Honeybourne, Irwell, Kennett, Lomita Crescent, Lower Park, Medina, Medway, Tarrant, Stonepit, Wandsbeck, Waveney, Thurne.
Bolehall	Amington Road, Argyle Avenue, Aspbury Court, Bamford Street, Beech Avenue, Bridgewater Street, Canning Road, Dormer Avenue, East View, Ferrers Road, Goostry Road, Goostry Close, 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.
Castle	Balfour, Bitterscote Lane, Bradford Street, Colbourne Road, Crutchley Avenue, Devereux House, Fazeley Road, Halford Street, Lichfield Street, Harcourt House, 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.
Glascote	Calder, Caledonian, Cambrian, Camhouses, Carisbrooke, Carlcroft, Chapelon, Craven, Crossfell, Deeley, Dunedin, Engine Lane, Faringdon, Gresley, Hawksworth, Ivatt, Kirtley, Maitland, Pullman Close, Signal Walk.
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, Ragley Close, Shakespeare Close, Shelley Road, Spenser Close, St. Austell Close, Tennyson Avenue, Thackeray Drive, Wordsworth Avenue.
Spital	Alfred Street, Ashby Road, Beech Close, Beech Road, Borough Road, Cherry Tree Walk, Chestnut Avenue, Copes Drive, Edward Street, Gillway Lane, Hawthorne Avenue, Hazel Court, Hilltop Avenue, Holly Close, Laburnum Avenue, Lilac Road, Nevill Street, Orchid Close, Prospect Street, Queensway, Salters Lane, Steere Avenue, Stevenson Road, Tempest Street, Wiggington Road, Willington Road.
Stonydelph	Crowden Road, Ealingham, Edale, Ellerbeck, Eringden, Garrigill, Gayle, Holwick, Litton, Lothersdale, Milburn, Montley, Murton, Pennymoor Road, Rainscar, Ravenstone, Raygill, Ribblesdale.
Trinity	Croft Close, Greenhill Close, High Street, Layton Close, New Street, Orchard Close, Parkfield Crescent, Tamworth Road, Welford Road, Wigford Road.
Wilnecote	Admiral Close, Arden Road, Ash Grove, Bailey Avenue, Bakers Walk, Beauchamp Road, Brook Avenue, Butterfly Walk, Callis Walk, Camberwell Close, Castle Road, Ethelfleda Road, Gorsy Bank Road, 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, Tinkers Green Road.

The estate inspection team will identify issues such as:

- Vandalism & graffiti
- Abandoned vehicles
- Litter and fly tipping
- Dog fouling
- Problems with road maintenance, defective street lighting & estate furniture
- Health and safety issues
- Neglected homes and gardens
- Hot spots for anti-social behaviour
- Potholes, surface perishing to hard surfaces and uneven and broken paving
- The condition of fences, walls and paving.
- The condition of trees, grass, shrubs in communal areas)

Estate inspections will:

- Help make sure neighbourhoods are cleaner, more attractive and safer.
- Improve the physical condition of estates through quick responses to residents' concerns and identifying potential improvements
- Making sure agencies take responsibility for issues identified within their remit

- Keep communal areas (including surrounding areas of any flats) in a tidy condition, free from rubbish, personal belongings and any other obstructions.

Any items that cause an obstruction or are a fire hazard will be removed