

BOTCHERBY LOCAL NEWS

CARLISLE HOUSING ASSOCIATION LOCAL NEWSLETTER

CONSULTATION SPECIAL EDITION

CONSULTATION ON THE REVITALISATION OF BOTCHERBY

In September we ran the first of a number of consultation events with residents of Botcherby to show you ideas for improvements to the estate – these were developed from a survey which was undertaken in December 2007.

The revitalisation of Botcherby will look at what needs to be done on the estate in terms of environment related issues and community related issues and CHA will consult with you at every stage so that we include your views!

Examples of proposed improvements to the exteriors of properties were shown as were maps which indicated green spaces and 'problem' spots on Botcherby. Residents were asked to air their views on what should be done with green spaces and also to have their say with regard to what could be done with 'problem areas' where there is fly tipping, anti-social behaviour etc.



PILOT SCHEMES

Pilot schemes for the improvements to the exteriors of houses on Botcherby will begin on Duranhill Road and Ennerdale Avenue. Work has already begun and will include rendering the outside of houses, new doors, new canopies over doors, new fencing and new roofing. Not all houses will require all work to be completed - if for example new roofs and doors have recently been fitted.

All tenants will be given a choice of colours for render and styles for doors and individual consultations will take place prior to any works starting to ensure that you know what you have chosen.

After these pilots are complete we will consult with you again to see if they have been successful – and if they are we hope to roll the programme out to the whole estate!



HAVING YOUR SAY

HERE ARE SOME COMMENTS WHICH YOU MADE DURING THE CONSULTATION EVENT IN SEPTEMBER – WITH OUR RESPONSES.



ENVIRONMENT

Your comment...

- Flats should not be demolished but made into houses.
- No demolition
- Bulldoze whole area and start again
- Heavy traffic from Duranhill Road
- No permission to use photograph of house on example pictures
- Make CHA properties look better
- Better street furniture, lighting and security, and road ends need consideration
- Preserve green spaces and allotments
- We need a road sweeper

Our response...

- When existing accommodation shows problems we conduct feasibility studies to see why it is a problem and look at what is needed. We consider various options and any other relevant factors– from this the best option can be decided
- There are no plans for demolition and bulldozing the estate and starting again is not an option.
- The complaint about using a photograph of a house was dealt with under our complaint system
- Street furniture, lighting and traffic flow will be looked at under the master plan.
- CHA will discuss allotments and green spaces with the City Council - ideas will be included in the master plan. We will also consult with people on the estate about this
- Speak to the City Council about the road sweeper – let them know your views!

LETTINGS

Your comment...

- Better vetting of new tenants
- Better vetting policy to improve estate

Our response...

- A local lettings policy was introduced in March 2008 – since then Housing Officers have been able to be more selective in offering properties

ANTI-SOCIAL BEHAVIOUR

Your comment...

- ASB is a big problem people and drug dealers need to be removed
- A Police base on Botcherby would help the area – big house on Borland Ave?
- Keep Police separate from CHA as more likely to report issues to CHA
- Children playing outside other people's homes – should be contact with parents over this

Our response...

- Reduction of crime on the estate would not have been achieved without the Police and CHA working together.
- Residents who wish to report ASB can speak confidentially to CHA
- If residents report children initiating ASB Housing Officers do approach parents and a acceptable behaviour contracts can be initiated.
- The house on Borland avenue is being converted into a large family house.
- CHA are committed to a zero tolerance approach to drug dealing
- Government statistics indicated that crime figures on the estate reduced by 30% on Botcherby in the last 12 months – Botcherby Action Team (BAT) are committed to working with local Police in order to reduce crime. CHA will focus tenancy enforcement initiatives on the estate to improve image and perception in this area.
- Police surgeries were offered in the BAT office in November but no-one attended. The Police do visit the office regularly to work in partnership with Housing Officers.



ESTATE MANAGEMENT

Your comment...

- The estate is badly managed
- Access to CHA on the estate to report problems
- Review BAT opening hours
- Should be a CHA inspector to remove fly tipping



Our response...

- Access to CHA services in Botcherby estate has been improved with the introduction of the BAT office. The opening hours for the office have been subject to extensive resident consultation both at the time of opening and then again in March 2008.
- The Botcherby Action Team (BAT) are committed to providing effective neighbourhood management on the estate and supporting future investment in the community.
- CHA aim to introduce a neighbourhood management service to address the needs and aspirations of residents and to improve the visual appearance of the neighbourhood. We are hoping to recruit neighbourhood wardens, improve street furnishings and green spaces by working in partnership with the City and County Council. CHA have submitted a bid for extra funding to Riverside Group to assist with this project.

GARDENS AND TIDINESS

Your comment...

- New fences should be put in
- Estate should be cleaned up
- Gardens should be kept clean and tidy
- Introduce a garden scheme and a "Bloom" type competition

Our response...

- Fences are being replaced as we make planned improvements. CHA is putting together a garden strategy to look at ways of tackling untidy gardens and open spaces. This will include assistance for people who want to look after their gardens.
- There have been a number of initiatives such as skip drops and clean up campaigns and improvements in environmental services on the estate. The garden loan scheme has helped residents to look after their gardens without having to purchase expensive tools. Estate improvements need to be supported by the whole estate in order to improve the overall appearance and tidiness of the estate

YOUNG PEOPLE

Your comment...

- Something for kids 6-11 and teenagers 14-16 to do
- Young people need things to do and places to play
- Play equipment has been removed probably to reduce ASB.



Our response...

- The youth club in the community centre is well attended and children are generating their own ideas about what they want – such as a BMX track.
- The play equipment was removed by the City Council as it was deemed unsafe. They are responsible for upkeep and health and safety in relation to play equipment.
- We will consult with children to see what they want on the estate.

RESIDENT CONSULTATION

Your comment...

- More consultation with residents groups
- BRAG is not for the community
- Talk to young families about playing safe
- Plans on revitalisation are not clear – need something more clear in mind so residents can comment

Our response...

- We are aware that BRAG represent a very small proportion of the community and we have a tenants' panel whom we use for consultation also.
- More detailed consultation with various groups on the estate will commence soon.
- Revitalisation plans were sketched ideas – as we get more views and ideas from you then these can be put into the plans and turned into clear plans.

All comments will be included in the development project as we progress with the Botcherby revitalisation process. We will also hold further consultation exercises to ensure that we collect the views from as many different people as possible – we want Botcherby residents to have their say!

ON THE NOTICEBOARD...

LOCAL LETTINGS

The local lettings policy means that preference for letting a house in Botcherby will be given to people who have a local connection to the area for example have relatives who live in Botcherby or have a child at the local school. Applicants will also have to have a clear offending record and no reports of anti-social behaviour in the last 2 years; they must agree for CHA to make reasonable enquiries to verify the information provided which may include a police check or disclosure from the Criminal Records Bureau.

CHRISTMAS OPENING HOURS

The office will be closed from 23 December (so last day open is 22 December) and will re-open on Monday 5 January 2009.

During this time please contact our Customer Services team at our Botcherby Office which will be open during normal office hours but closed on 25, 26, 29, 30 and 31 December

BAT Office Details

Call in to see Tracy Edmondson and Gwen Binns at:

11 Merith Avenue, Carlisle CA1 2TW
The office is open on a Monday and Friday morning 9am - 12.30pm and on a Wednesday afternoon 1pm - 4.30pm. Appointments will be done outside of those times by prior arrangement. We are also a Credit Union collection point on a Wednesday 1 - 2pm.

GARDEN EQUIPMENT LOAN SCHEME

The garden equipment loan scheme is now closed and will re-open on Monday 6th April 2009 in time for Easter.

The scheme will carry on as usual - please just bring along ID which shows you are a CHA tenant

If you require this information in another format e.g. large print or audio cassette, or in another language, please telephone

☎ 01228 511 061

Paskambinkite mums dėl vertimų

Appelez-nous pour vos besoins en traductions

Jeżeli potrzebujesz tłumaczenia, zadzwoń do nas

Para tradução, telefone-nos

若需翻譯服務，請致電我們。

欢迎电话查询翻译服务事宜。

অনুবাদের জন্য আমাদের টেলিফোন করুন।

ترجمہ کے لئے ہمیں فون کریں

We are happy and able to accept Tynetalk calls