

Your

STANHOPE

Issue three - May 2007

A new era for Stanhope



After a great deal of hard work, Ashford Borough Council and the Chrysalis consortium finally signed more than 160 legal documents on Monday 16 April 2007 to start a 30-year contract that will transform Stanhope. This was a historic day and one that many residents have been patiently waiting for since the process began seven years ago when they were asked to identify problems the estate faced and priorities for improvement.

This means that the refurbishment of the estate can now go full-steam ahead, with a new shopping area, over 400 new homes for rent, shared-ownership or private sale on the sites of the seven remaining blocks of flats and improved public areas over the next five years.



The new Stanhope Neighbourhood Office in Otterden Close has been open for business since Tuesday 17 April, when Moat and Powerminster took over responsibility for housing management, repairs, maintenance and other tenancy issues from Ashford Borough Council. The office is open from 9am to 5pm Monday to Friday and it is planned to remain open late until 8pm every Thursday evening.



There was a celebration for the signing of the contract and an official opening of the Neighbourhood Office on Friday 20 April and an open invitation was sent to all residents. David Hill, Ashford Borough Council's Chief Executive and Dave Hill (no relation!), Moat's Director of New Initiatives gave speeches. The Mayor of Ashford, Norman Ayres, Chair of the Stanhope Parish Council Palma Loughton and Moat's Chief Executive, John Barker, performed a ribbon-cutting ceremony, helped by Wayne Everest (age five) and Molly May (age eight), pupils from the nearby primary schools, Beaver Green and Linden Grove.

Children from the same two primary schools then gathered in the square to release 30 balloons, one for each year of the Private Finance Initiative (PFI) project and everyone then enjoyed a glass of champagne and nibbles in the Parish Rooms. Finally, cakes marking the new beginning for Stanhope were cut by Tracey Kerly, Ashford's Head of Housing, David Hill, Ashford's Chief Executive and John Barker, Moat's Chief Executive.

Stanhope residents have been heavily involved in shaping the project and Chrysalis will continue to consult and involve residents at every stage of the redevelopment and refurbishment scheme. If you are interested in how you can be involved and have your say in all of the issues around the project, contact Jan Henry, Community Development Officer at Moat, on 01233 647396 or call in to the Neighbourhood Office.

Meet the Stanhope team!

The new Moat housing team have been on Stanhope for a few weeks now, getting a feel for the estate and settling into the new Neighbourhood Office. Moat officially took over the housing management of Stanhope on Tuesday 17 April and here are the team who will be working with you for the next 30 years (perhaps with the odd staff change down the line!).



Pam Millington

Pam Millington, Neighbourhood Contract Manager

Pam has primary responsibility for managing and co-ordinating service delivery at Stanhope, working with key partners and liaising with the Council, ensuring that the key performance indicators are met and reported on as set out in the contract and output specification.



Andrew Brackley and Allen Griffiths

Allen Griffiths, Neighbourhood Housing Manager and Andrew Brackley, Neighbourhood Housing Officer

Allen manages the team of Housing Officers, which includes Aleksandra Adewunmi (not pictured), and will also include another part-time housing officer who is currently being recruited. Andrew, Aleksandra and the new housing officer are responsible for all tenancy issues such as anti-social behaviour, untidy gardens, neighbour disputes and rent collection including rent arrears.

Andy Crank, Customer Services Co-ordinator and Customer Services Advisors Jo Aylott, Naureen Ullah, Kate Norman and Tracy Homden

Andy manages the team of Customer Services Advisors, which also includes Tracy Homden (pictured separately). The Customer Services team is responsible for all enquiries from residents by phone or in person at the Stanhope Neighbourhood Office, including repairs and maintenance issues.



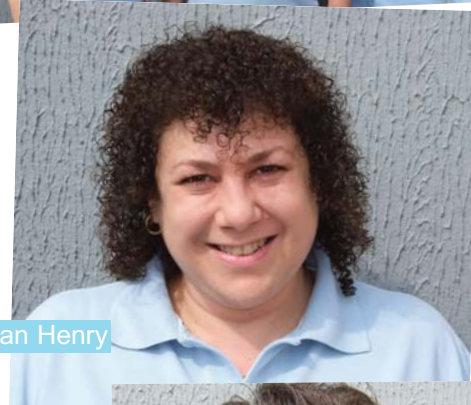
Tracy Homden



Jo Aylott, Andy Crank, Naureen Ullah and Kate Norman

Jan Henry, Community Development Officer

Jan deals with resident involvement issues, including tenant events, training and newsletters. She will be organising events for residents including the forthcoming youth consultation event on 9 May and a Stanhope fete in the summer. She will also be organising and taking notes for the resident's open meetings and will support the tenant and residents association when it is formed. Although based at Stanhope, Jan is a member of Moat's South Area Community Development team, and they will join her in organising larger events.



Jan Henry

Brian Crux, Operations Manager, Powerminster

Brian is in charge of the day-to-day repairs and maintenance service for Stanhope. He takes the repair and maintenance requests from the Customer Services team and issues works orders to contractors. He also deals with repairs to void properties to ensure that they can be re-let as soon as possible.



Brian Crux

Working with us -

Maurice Stewart, Stanhope's Community Warden

Maurice Stewart has been Stanhope's KCC Community Warden since May 2005. His role is to provide a "visible uniformed presence" on the estate, and his regular walkabouts mean he is well known to many residents.



Maurice works closely with many agencies - including the Police, KCC's Social and Education Services, Ashford BC and the Parish Council and now Moat - to try and resolve the problems on the estate. Three of the worst problems are litter/rubbish, dog mess and graffiti. Maurice says, "Litter and dumped rubbish brings the whole of Stanhope down - it looks dreadful and attracts vermin. There's a bulk collection of rubbish on the fourth Tuesday of every month and large items should only be put out the day before. If I see dumped rubbish I will report it to Moat so they can take action against the offenders and I would urge all residents do the same."

He is equally clear on dog mess. He says "I like dogs, but dogs mess is revolting - it's a health hazard, especially for young children. If you've got a dog, it's your responsibility to clear up after it and if you are caught letting it foul a public area you can rightly be fined. The Council have provided lots of dog poo bins around the estate, and you can get free 'poo bags' either from me at the Stanhope Library or from Moat's new Neighbourhood Office."

Maurice is also keen to cut out the graffiti on the estate, especially "tagging". He has been busy photographing these tags and has sent them to the Police Intel Unit via PC Mandy Surgenor. He wants anyone who comes across these "taggers" to report them to Mandy or himself. Any information received will be dealt with in confidence and action taken against these vandals could go a long way in reducing this problem.

Maurice is based in the Library on Stanhope Square. He also holds a bi-weekly surgery from 2pm to 3pm every other Thursday and in future these will be held at the Stanhope Neighbourhood Office, Otterden Close instead of the Nice Bytes Café at the Ray Allen Centre. His next two surgeries will be held on 10 and 24 May 2007, so if you have a problem that you think he can help you with, please drop in for a chat.

Maurice is always happy for residents to phone him on his mobile number - 07813 694389.

Getting Involved training for tenants and residents

In March, residents got together with Ash Charlton of Ace Training and Moat staff to look at ways that they could get involved and have a say in the issues around the refurbishment of Stanhope.

They looked at the best ways of resident involvement, what the barriers were for people to get involved and the benefits of forming a formal tenant and resident association. They also looked at good practice in running meetings and the roles of people at meetings, such as the chair, secretary and treasurer.

Graeme Bosley, Moat's Regional Community Development Manager, says; "It was very useful to hear the views of the residents. We had some lively and thoughtful debates and overall it was a successful day".

More training opportunities for residents will be planned, especially if a formal tenant and resident association is formed. This will be the main focus of the Open Meeting for all residents on Thursday 24 May at 7pm in the Parish Rooms - please come along and let us know what you think. For more information on this look out for a flyer coming through your letterbox soon.

WANTED: Your memories of Stanhope!

Roy Smith, a video/photographic artist, is working on a project connected to the regeneration of the estate and would like to interview residents of Stanhope, past and present.



Roy is particularly interested in speaking to residents who are currently living in the blocks due for demolition, those who have already been moved (Bredgar) and would also like to speak to people who feel strongly about the future of the estate.

Roy is also planning to archive memories connected to the estate and would welcome any photographs or home video footage of life on the estate.

All materials would be treated with care and respect and returned to their owners. No work will be shown to the public without the consent of the interviewees.

If you would like to speak to Roy concerning his project then please contact him on 07876 697901 or 01303 260592.

Open Meeting for all Stanhope residents

Thursday 24 May, 7pm-9pm
at the Parish Rooms, Stanhope Square

- Update on progress with the redevelopment
- Discuss starting a tenant and resident association

Come along and have your say – everyone welcome!

Back to the 60's for Carnival Day

We are hoping to put together a float for the Ashford carnival on Sunday 15 July 2007 to celebrate 40 years of Stanhope and its new beginning.

We are looking for residents and especially young people to work with Whitstable artist, Sarah Smith to design a float based on a 1960's theme.

If you are interested in being part of the design team or taking part in the carnival please contact Jan Henry, Community Development Officer on 01233 647396.

Win £50 in vouchers in our COMPETITION

All you have to do is answer the question below.

Q. What date did Ashford Borough Council and the Chrysalis consortium sign the contracts for Stanhope?

A. _____

Name _____

Address _____

Telephone number _____

Return your entry to the Neighbourhood Office, Otterden Close, Stanhope, Ashford, TN23 5TH. The closing date is 15 June 2007. The competition is open to Stanhope residents only. The first correct entry drawn will win £50 in vouchers. The editor's decision is final and no correspondence will be entered into. Moat employees and their families are not eligible to enter.

STANHOPE



Open to all residents!

Prizes in two categories:

- Best kept garden
- Best basket/container display

Closing date Monday 23 July 2007

Gardens will be judged on

Thursday 26 July 2007

For further details or an entry form please phone Sue on 01233 628481 or the Moat Neighbourhood Office on 01233 647396.

This competition is sponsored by Stanhope Parish Council and Moat.

If in doubt – keep them out!

The vast majority of people who call at your home will be genuine but very occasionally someone could turn up unannounced and use a variety of stories to get inside your home with the intention of stealing your money and valuables.



If somebody calls at your door and you aren't expecting them, don't let them in unless you are sure of who they are. All Moat, Dennes and Powerminster staff will carry a photo identification card. If you are unsure ask them and they will show it to you.

If you have any doubt about who they are, phone the Stanhope Neighbourhood Office on 01233 647396 and the Customer Services team will be happy to confirm that they are a genuine caller.

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