

a day in the life of a...

neighbourhood co-ordinator

Wulvern has a team of Neighbourhood Co-ordinators who each have a full diary of events designed to engage with customers in our neighbourhoods. Every day they are listening to your opinions, resolving issues, combatting anti-social behaviour and creating safe, peaceful and sustainable neighbourhoods.

Homeworks followed Rachel Buckley, a Neighbourhood Co-ordinator in the West End of Crewe, for a day to find out more...

8.30 am

I arrive at the office and go through my emails, post and telephone messages and deal with any urgent queries. No day is the same and the issues we deal with vary a great deal. Next I prepare the paperwork needed for today's visits and meetings.

11.00 am

After surgery I visit a house on Timbrell Avenue to speak to a customer who has reported anti-social behaviour and harassment. This is an ongoing issue and we have interviewed the alleged perpetrator and have been liaising with the Police. Mediation between the two parties has been offered and accepted, so our meeting is to discuss the next steps that will be taken. I also stress the importance of continuing to complete our diary sheets with evidence which we will use should we need to take matters a stage further.



11.30 am

My second visit is to a new customer, who has recently moved into a property on Smith Grove, Crewe. At Wulvern, we understand there is a lot to take in when you move into a new home, so shortly after moving in, an appointment is made to visit new customers on starter tenancies to check they are settling in OK, discuss any rent or anti social behaviour issues and if any repairs are outstanding and ask if any extra support or help is required to help maintain their tenancy.

10.00 am

I hot foot over to Webby's – a community property on Frank Webb Avenue where my Customer Surgery takes place. The monthly surgery provides an opportunity for customers to drop in and speak to me confidentially about any housing or neighbourhood issues they have.



I introduce myself and explain my role, before completing the necessary paperwork. I then carry out a property inspection and agree any follow up actions that may be required in accordance with the terms of the tenancy agreement.

Another visit is scheduled for seven months time, if not before.



1.30 pm

I'm off to carry out an inspection at Darlington Avenue where we have received several complaints from neighbours about the state of a garden.

I've already made a number of visits to the property. I have highlighted the parts of their tenancy agreement that they are breaching, and we have agreed a number of actions and timescales in order to get this rectified.

Today I'm going to check that what we have previously agreed has been done and will be taking photographs and further notes for my records and case file.



2.00 pm

Whilst carrying out the inspection I receive a call on my mobile from Wulvern's Customer Service Team informing me about a fire at a property on Badger Avenue.

Unexpected incidents happen at any time and have a knock on affect on the days schedule, so having asked the Housing Assistant to rearrange my afternoons appointments, I head out on an emergency visit to the customer.

After seeing the property it's clear that temporary accommodation must be found for the family, so I contact the Voids and Lettings Team at Wulvern House for help in locating a home that can be used for the time being.

I also need to arrange to have any undamaged furniture and personal belongings transported to the temporary accommodation. Sometimes I may even need to contact Christian Concern Crewe to provide essential furniture.

In the meantime I organise to have their fire damaged home made safe and secure.

8.30 pm

The meeting finishes and I head off home.



6.00 pm

I arrive at St Barnabas Church Hall, and help to organise the layout of the room, and put up display boards. I have a quick catch up with the local PCSO about any new issues he may have that link into the work I am doing across the estate.

I'm joined by representatives from the Cheshire East Neighbourhood Action Team, Police and other agencies. We introduce ourselves to the residents and explain what will be happening in the meeting and what is on the agenda.

I give an update on Anti-Social Behaviour, how we are helping to tackle this and how we work closely with the police to help create a safer neighbourhood.

Everyone is encouraged to give their views and raise any issues they may have to each of the agencies in attendance. Together we decide on actions to be taken to address the problems and agree who will carry out tasks before the next meeting. One of the main topics was fly tipping and litter and we agreed to run Ward walks with residents in a bid to try and solve this collectively.

I explain that I also carry out regular estate audits as part of my role to ensure that the neighbourhoods are kept clean and tidy – any issues that I find are followed up and appropriate action taken.

12.30 pm

I grab a bite of lunch and catch up with paperwork from my morning visits, phone calls, and emails that have come in whilst I have been out of the office. I also arrange for our caretakers to remove some fly tipping which I noticed on my travels.



12 noon

I call in to see a customer who had left a message for me to contact her to discuss gardens and environmental works.



4.30 pm

I go back to the office to prepare for a Neighbourhood Action Meeting tonight. I check my emails, pick up any messages and return calls that have come in whilst I have been out. I catch up with some paperwork and type up my notes. I check my diary for the following day before leaving for the meeting.

If you would like to speak to or meet with your Neighbourhood Co-ordinator or have suggestions on how we develop this service call us on 01270 506200.