

Scheme Walk About – Northwood Court

Date Completed: 15th July 2026

Residents in Attendance: 11

Results

Issues Identified	Update
ANTI-SOCIAL BEHAVIOUR - Ongoing anti-social behaviour (ASB) issues in the area, with rough sleepers and drug users. Residents stated that they feel that the Police aren't doing anything to help resolve the issues.	The Society are committed to working with the Police and partner agencies to help tackle the ongoing ASB issues at Northwood Court and the surrounding areas. The Local Police Team attended the scheme walkabout, and residents were advised to continue reporting issues to the police on 101 (999 in an emergency) and to make the call handler aware that the issues are ongoing and known to local neighbourhood officers. A text message has been sent to the residents of Northwood Court , to advise of the above and a link has been sent to the Staffordshire police website for reporting ASB Residents were also encouraged to report incidents to the Council's ASB team and Crimestoppers. Since the scheme walkabout, a further partnership meeting has taken place with the Society's Housing Team, Police and other local agencies. The Housing Team have been informed that the Police will be serving a general Community Protection Warning, increasing patrols of the area and will take a zero tolerance approach to the ASB. Aswell as continuing our partnership work, we will also continue to hold our Police and Housing drop in's on the first Monday of the month in the Police post room at Northwood Court between 2-3pm.

TAILGATING / UNAUTHORISED ACCESS -The main front door is being propped open with various items such as shoelaces/caps and tail gating into the block is happening frequently.	Notices are in place on the doors/communal areas to advise residents to not allow tailgating and to ensure that the door is closed fully behind them. Text messages have been sent to remind residents of the importance of keeping the building secure and not allowing access to anyone that they don't know, including deliveries and visitors for other residents. We encourage all residents to report any issues with the doors to the Society and to remove any obstructions that they may notice, so that CCTV can be checked. We will also include a reminder in the Northwood Insert for the next Newsletter, due out in August.
FLYTIPPING – There is lots of rubbish on the land behind Northwood Court. This is council owned land and not the Society's. Residents asked if our cameras cover this area.	Our cameras at Northwood Court only cover areas owned by the Society and don't cover the council owned land. Fly-tipping on council owned land can be reported to the council online via the Stoke.gov website: Instructions Report Fly-tipping
ALTERATIONS – Residents report that the ledges that run around the side of the building appear to be being used to stash items, by non residents/ rough sleepers	This has been passed to our Property Team who will look into completing an alteration to the ledge, so that items cannot be stored on it. Residents are reminded to report any suspicious activity like this to the Police and the Housing Team.
UPGRADES/REPAIRS - Some of the vent covers on the extractor fans to certain flats, seem to worn or damaged.	This has been passed to the Property Team.
UPGRADES/REPAIRS - The roof/canopy over the front entrance looks dirty.	This has been passed to the Property Team.
UPGRADES/REPAIRS - D of Northwood Court is missing from the front of the building.	This has been passed to our Property Team and the 'D' has been refitted.

All the above is being monitored to ensure that the issues raised are dealt with however do contact us if you wish to discuss any of the above in more detail or if you are not happy once we have completed our actions.