






Neighbourhood management – guide to roles and responsibilities

 <p>Basingstoke and Deane</p>	 <p>Hampshire County Council (Highways North)</p>	 <p>Local housing associations</p>
<p>RESPONSIBLE FOR:</p> <ul style="list-style-type: none"> management of public green spaces, parks and play facilities, including street cleansing, grass cutting, tree and shrub maintenance, graffiti removal and weed control. cutting grass, shrubs and trees on highway verges within Basingstoke town and rural areas (inside 30mph speed limit) providing and maintaining street name plates. dealing with instances of fly-tipping. 	<p>RESPONSIBLE FOR:</p> <ul style="list-style-type: none"> maintaining the public highway (which includes the road, pavements and associated drainage). cutting highway verges in rural areas. Maintaining shrubs and trees on the highway in rural areas. providing and maintaining street lighting, illuminated street furniture and road signs. over-seeing the work of utility companies. agreeing closures of the highway 	<p>RESPONSIBLE FOR:</p> <ul style="list-style-type: none"> maintaining housing association owned properties, including homes and garages. repairs and maintenance of garage courts, parking areas, associated street lighting, signage and some landscaped areas within former council estate areas and some newer developments.
<p>CONTACT DETAILS:</p> <p>Community Services Basingstoke and Deane Borough Council Civic Offices London Road Basingstoke RG21 4AH tel: 01256 844844 email: contact.centre@basingstoke.gov.uk web: www.basingstoke.gov.uk or click on REPORT IT link</p>	<p>CONTACT DETAILS:</p> <p>Economy, Transport & Environment Hampshire County Council The Castle Winchester S023 8UD tel: 0300 555 1388 email: roads@hants.gov.uk web: www.hants.gov.uk/roads or click on REPORT ROAD PROBLEMS link</p>	<p>CONTACT DETAILS:</p> <p>Sovereign Housing Association Saxon Court Sarum Hill Basingstoke RG21 8SR tel: 01256 302302 email: contact@sovereign.org.uk web: www.sovereign.org.uk</p> <p>Vivid Housing Association 56 Kingsclere Road Basingstoke RG21 6XG tel: 08001 955515 web: www.vividhomes.co.uk</p>

REPORT IT

Issues can be reported to the council, Hampshire County Council and housing associations online.

For Basingstoke and Deane Borough Council (B&D) click on [REPORT IT](#)

For Hampshire County Council (HCC) click on [REPORT ROAD PROBLEMS](#)

Alternatively issues can be reported via FIX MY STREET.com

www.fixmystreet.com is a simple to use internet and mobile-app based system for reporting, viewing or discussing local problems. It can be used from your home address or your mobile device allowing local problems to be reported while on the move.



For Sovereign Housing Association properties use www.sovereign.org.uk/for-residents/repairs-and-maintenance/

For Vivid Housing Association properties use <https://www.sentinelha.org.uk/customers/your-home/maintaining-your-home/report-a-repair>

HOW CAN I IDENTIFY WHO IS RESPONSIBLE FOR A CERTAIN AREA OF LAND?

The council's Graphical Information System (GIS) contains numerous data layers, each showing different responsibilities for various areas of land. Data available to view includes:

- Land in B&D's ownership.
- The extent of the public highway maintained by HCC (Basingstoke town only).
- Green spaces maintained by B&D.
- Tress maintained by B&D.
- Trees subject to a tree preservation order (TPO).
- The areas of land transferred to the SenHA and SovHA at the time of large scale voluntary transfer (LSVT) (1995).

HOW CAN I VIEW THE GIS DATA?

Having logged on to your B&D computer, open SINBAD.

In the APPLICATIONS drop down menu, click New GIS (Green Spaces)

Click the BINOCULARS (find address) icon at the top of the screen and then the SELECT BY ATTRIBUTE icon (middle of three icons on the top of the FIND ADDRESS window), enter the road name you are searching for and click SEARCH.

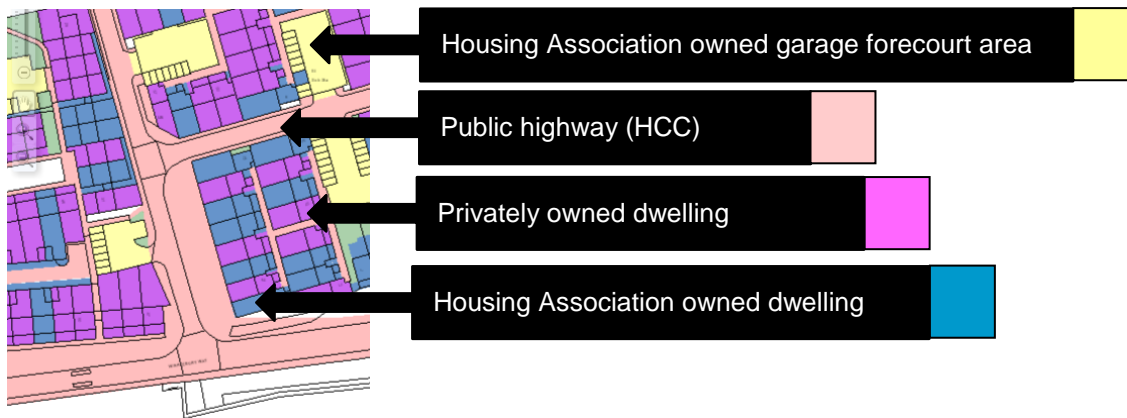
A list appears, click the address or street record you are searching, and then in the smaller window click ZOOM to map.

Once the map opens, click the LAYER LIST icon at the top of the screen, and the small black triangle on the left margin to reveal the layers that can be viewed.

Click the box of the layer(s) you wish to view. More than one layer can be switched on at any one time; however, this can slow the GIS software down.

LEGEND FOR GREEN SPACES GIS LAYERS

HOUSING STOCK AND HCC ADOPTED HIGHWAY



* This information dates back to 1995 and is not a true record of ownership as of today; hence, it should be used only as a guide. Note also that this information is only available for those areas which were transferred to the housing associations in 1995 (e.g. all former council housing areas, including Brighton Hill, Buckskin, Popley, Oakridge & South Ham).

PARK TREES AND TREE PRESERVATION ORDER

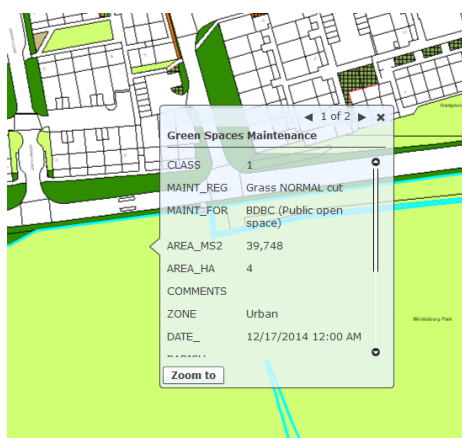


GREEN SPACE MAINTENANCE

The green spaces maintenance layer shows the areas of land across the borough maintained by the council and what maintenance regime is applied to each space. This includes council owned land and HCC highway land.

The council does not maintain any land for housing associations.

With the layer switched on you, click on an area of shading and an attributes table tell you about the space with open.



The grey coloured window that opens shows the maintenance regime, who the area is maintained for, the size of the space (area) and the date of the last digital update.

A record which says it is maintained for a third party, or one with comments referring to a returned plan, as well as any land showing as maintained for BDBC but not over-layered when the terrier layer is on, will require further investigation to determine the real owner.