



## Street Contact Role

The Street Contact is the contact person for sharing information within their Neighbourhood Support Group and for passing on matters of importance to the Area Coordinator, Neighbourhood Support Waitakere Office or the Police.

The Street Contact does not need to visually see every house.  
Nor should Neighbourhood Support Waitakere be called instead of the Police.

As the Street Contact you are the agent for Neighbourhood Support Waitakere and offer the residents of your street the option of joining the group, and get them to complete a "Neighbourhood Support Membership Form". You will also be required to send our Intel Emails to the residents in your street who have filled in Membership Forms.


You keep a copy of that information and forward the Membership Forms to Neighbourhood Support Waitakere Office based at Te Atatu Peninsula.

If your members wish to share phone numbers, they are encouraged but you must get their permission to do this otherwise you are the only one that holds this information. It can be helpful to the Street Contact also if they know if residents who have alarms, if they are monitored or not, in the event an alarm is activated if the residents know that it is monitored they are not required to take any action.

**Remember Eyes & Ears Only.**

As a Street Contact you have to ensure that the details you hold of your street residents are up to date and correct and inform Neighbourhood Support Waitakere with these updated details by email or post.

You are a key person to helping reduce crime and encouraging your neighbours to keep in touch and get to know each other. We encourage you to choose a 2IC in case you are away for any reason, then your 2IC can fulfill the Intel Email obligation and also be a point of contact while you are unavailable.





You are provided with membership forms and once each resident has filled in the form, a Welcome Pack is provided via the office. Street Signs are also provided to be placed strategically in your street – 1 sign per 5 signed up residents.

You will receive Police Intel/Burglary information on a weekly basis. This information is **FOR MEMBERS ONLY** and any misuse or passing outside your group will result in that Member being removed from the Intel tree, please contact our office if you are not sure.

Use of the email tree is for Neighbourhood Support purposes only - It is not there to promote your business or personal hobbies, we encourage you to share concerns in your street through the email tree but please contact the office before sending out license plates - we will endeavour to get these checked through the Police Intel team.

Please remember that the information collected by Neighbourhood Support may be shared with our strategic partners in the event of a life threatening or Civil Emergency only.

All information relating to your streets member's details is the sole property of Neighbourhood Support Waitakere and will need to be returned if you cease to be a street contact.

Resources which are available from the Office:

- NSW Membership Forms
- Street Database Sheet
- Street Phone Tree Sheet
- Welcome Packs
- NSW Card with ICE details on reverse
- A4 envelopes for posting members forms to the office
- Street Invitation Sheet
- Flyers for Mail Drops – we need at least 48 hours notice please

Please email the office directly to request list of the people in your street, especially when there have been any changes so your street list is always [current](#).

Templates for sheets are available via email or hard copy by prior arrangement with the office.

**Phone/Fax: (09) 834 5815**

**Email: [nsadmin@nswaitakere.org.nz](mailto:nsadmin@nswaitakere.org.nz)**

**Neighbourhood Support Waitakere**  
**[www.nswaitakere.org.nz](http://www.nswaitakere.org.nz)**