

April 2011

# ELLESMERE PORT, FRODSHAM AND RURAL CHESHIRE

Your community... your Local

# Voice



**muir**  
group

creating communities



Welcome to your annual Local Voice for 2011. It covers the period from April 2011 - March 2012.

My name is Annie Bellinger and I am your Community Housing Officer. Based at Muir Group's Helsby Office, I work from Monday to Wednesday, and can be contacted on 0300 123 1222.

Muir Group Customer Service Charter



Your Local Voice



Our Local Offer to You

## What is a Local Voice?

A Local Voice provides information on what will be happening in your area over the coming year. It is separated into four sections:

- **Local Priorities** – we have listened to what you have told us is important in your area. In this section we will tell you what we will do as a result of your feedback.
- **Estate Walkabouts** – we have provided dates and times for our estate walkabouts so that you are able to join us.
- **Planned Improvements** – we will tell you what improvement works we plan to carry out in your area over the next five years, and for the coming year, the season in which this work will start.
- **Getting Involved** – we will tell you about any initiatives or projects that you can get involved in over the coming year.

## What area is covered by the Local Voice?

This Local Voice covers the areas that as a Community Housing Officer I am responsible for managing, 215 homes in Ellesmere Port, Frodsham and villages south and east of Chester. The homes I manage consist of bungalows, houses and flats and are all located in the Cheshire West and Chester Local Authority.

## Our Local Offer to you.

This Local Voice is an important part of our Local Offer to you.

It is based on specific actions that we will take to meet standards set by the Tenant Services Authority. The TSA standards are:



The **Tenant Involvement and Empowerment Standard** includes customer service, complaints, and understanding and responding to the diverse needs of tenants.



The **Home Standard** includes repairs, improvements and the quality of our accommodation.



**Neighbourhood and Community Standard** includes how we manage the neighbourhoods where we own properties, how we will work in partnership with other organisations, and anti-social behaviour.

# How did we identify local priorities?

We posted a survey to every resident in your local area. A big thank you to those people who replied telling us about what really matters to you.

We held events called “Consultation Stations” at Ashton Court in Frodsham, and Kings Mews in Little Sutton. We were pleased to see 13 people who came to give us their views.

We also looked at all the information we had gathered in the previous year from estate walkabouts, complaints and customer feedback in surveys.

We would like to thank everyone who gave us feedback.

## Your top three priorities:

We have identified 3 top priorities from the issues raised by residents across the area covered by your Local Voice.

We will work with you, partners such as local authorities, and in some cases other agencies to develop sustainable initiatives and to find lasting solutions to those things you have told us about.

### You said...

There are issues with anti-social behaviour on some schemes.

### We will...

Continue to work with you, and other agencies e.g, the Police, Police Community Support Officers, mediation services; using methods that are acceptable to you, to attempt to bring about resolutions to difficult situations as soon as possible.

### You said...

There are issues with landscaping and tree work on some schemes.

### We will...

Continue working with our new agency, Sodexo, to maintain your schemes at a standard that is acceptable to you, and possible within the budget that is available. To continue to carry out additional work and improvements using our Scheme Enhancement budget.

### You said...

There are problems with parking on some schemes.

### We will...

Where parking is identified as an issue we will investigate the problem fully, and work closely with residents to find the best solution.

We will let you know how we are doing in your November 2011 Local Voice!

## Specific local issues:

In some cases a number of residents from the same scheme identified the same issue as important to them. In these cases we will develop projects at a more local level to deal with the issues raised:

### Location...

Ashton Court

### You said...

- 1 Some residents have requested that the communal areas are cleaned by a contractor
- 2 The entrance to the scheme in icy conditions needs gritting
- 3 The window cleaning contractor is not doing a satisfactory job.

### We will...

1. We will obtain quotations and consult with residents about the available options.
- 2 Liaise with the Council, as the road in this part of the scheme is adopted.
- 3 Discuss the issues with the contractor, and set up regular monitoring of the situation.

### Location...

Somerville Crescent/Harrow Rd

### You said...

Some residents feel insecure due to poor lighting down the side of the property.

### We will...

Investigate the feasibility of security lighting.

### Location...

Rivacre

### You said...

- 1 That a Royal Mail collection box needs installing.
- 2 Some footpaths out of the estate, e.g. to Rossmore Road, Netherpool Rd, would be very helpful.
- 3 That there is only one road in and out of the estate. Naylor Rd is extremely busy at times.

### We will...

- 1 Continue to pursue this.
- 2 & 3 Work with the Council and other partners to ensure that this issues are taken into account in any future development

### Location...

Fieldside

### You said...

Individual flat doors close very noisily, causing disturbance to other residents.

### We will...

A new door closer is to be trialled in one flat and if successful rolled out to the remainder of the block.

## Location...

Kings Mews

## You said...

- 1 the vet's practice use the car park and grassed areas for toileting their dogs.
- 2 the tarmac on the footpath is damaged.
- 3 That you would like electric panel heaters installed in the stairwells.

## We will...

- 1 Liaise with the practice to ensure that this stops.
2. We will repair the damaged tarmac this year.
- 3 We will plan this improvement into our programme for 2011-2012.

## Estate Walkabouts:

### What does Muir Group want to achieve by carrying out estate walkabouts?

- To meet you and provide an opportunity to discuss issues in your area face to face.
- To listen to your opinions about how best to improve your area.
- To agree how we will work with you to find the best way to resolve any problems.

### How frequent are the walkabouts?

We have based the frequency of walkabouts on what we think is needed at your scheme or estate. In the majority of cases this will be every six months. If you would like more frequent, or less frequent walkabouts, please let me know.

### How will we feedback to our customers?

- We will feedback to you through local area meetings, newsletters or by writing to you. We will display the outcome of inspections on community notice boards in those areas that have them.
- If you want us to let you know about what we are doing in a different way please contact me.

### What does Muir Group look for during a walkabout?

- Repairs – we will look at the condition of both internal and external communal areas to identify any repairs that may be required.
- Gardens – we will look at the condition of gardens to ensure that they are they free from rubbish and well maintained.
- Improvements – we will consider whether any parts of the estate can be improved to benefit residents.
- Roads and footpaths – are roads and footpaths in good condition, free from trip hazards or damage?

- Is there any fly tipping on the estate?
- Are there any areas of the estate affected by graffiti?
- Are communal areas free from obstructions eg pushchairs or bikes?
- Can landscaping in communal areas be improved ? Are there any landscaping projects you would like to develop in your area?
- Does the street lighting work satisfactorily? Is additional lighting required on any parts of the estate?

This list includes only some of the things we might consider when carrying out an estate inspection. If you would like to know more about how we manage our estates please contact us to request a copy of the Estate Management Policy.

We are committed to improving the area in which you live, please join us on our regular scheme inspections so that we can resolve any issues together – see the table below for dates, times and meeting points.

Location	Meeting Place	Date	Time
<b>Woodward Walk Tarvin</b>	Car park	11th May 2011 1st Nov 2011	9.30am
<b>Brereton Close Tarvin</b>	Outside communal door to apartments	11th May 2011 1st Nov 2011	10.10am
<b>Fieldside Duddon</b>	Car park by flats	11th May 2011 1st Nov 2011	11.10am
<b>Crosskeys Duddon</b>	In the close	11th May 2011 1st Nov 2011	10.45am
<b>Kings Mews Little Sutton</b>	On the car park	24th May 2011 8th Nov 2011	10.15am
<b>Rivacre Village Ellesmere Port</b>	a. Moelwyn Drive – front no 28 b. Matterhorn Rd – front no 31 c. Naylor Rd – in front of no 33	25th May 2011 16th Nov 2011	a: 10.00am b: 10.30am c: 10.50am
<b>Meadowbank Little Sutton</b>	Outside communal door	24th May 2011 8th Nov 2011	9.30am
<b>Somerville Crescent and Harrow Road Ellesmere Port</b>	a. Corner Jubilee Green & Somerville Rd b. Harrow Rd – in front of no 10	24th May 2011 8th Nov 2011	a: 12 noon b: 12.30pm
<b>Canal Village Ellesmere Port</b>	At entrance gate to scheme	24th May 2011 8th Nov 2011	11.15am
<b>Ashton Court Frodsham</b>	Car park	10th May 2011 2nd Nov 2011	10.00am
<b>The Old Stackyard Great Barrow</b>	Car park	3rd May 2011 9th Nov 2011	10.00am
<b>Hawkins View Great Barrow</b>	Car park	3rd May 2011 9th Nov 2011	10.30am

Location	Meeting Place	Date	Time
<b>Beechfield Great Barrow</b>	On front of scheme	3rd May 2011 9th Nov 2011	10.50am
<b>Township Close Clutton</b>	Courtyard	4th May 2011 15th Nov 2011	11.00am
<b>Maddocks Close Farndon</b>	Front of apartments	4th May 2011 15th Nov 2011	10.15am
<b>Burganey Court Pulford</b>	Outside bungalow 1 Ivy Court	4th May 2011 15th Nov 2011	9.30am
<b>School Lane Mickle Trafford</b>	Car park	10th May 2011 2nd Nov 2011	4.30pm
<b>Station Court Little Sutton</b>	Central area	9th May 2011 2nd Nov 2011	4.00pm

## Get Involved.

### Why get involved with Muir Group?

Your opinions really count. If you want to have a say in how your services are delivered or if you want to help to improve your community – Get Involved – there are lots of benefits from doing so.

In the coming year we are planning the following events and projects.

#### **MILTON ROAD**

Residents' get-together

**AUTUMN 2011**

#### **KINGS MEWS**

Residents' meeting

**SUMMER 2011**

#### **BARROW**

Residents get together

**SUMMER/AUTUMN 2011**

### Regional Resident Forums

In the last year we have set up Regional Resident Forums, one in the North and one in the South. Our Regional Resident Forums have been involved in the production of this plan and will monitor our progress over the coming year.

Where we are not delivering on our commitments an action plan will be agreed with the Forum and progress regularly reported to them.

The diagram below shows the relationships between the Local Voices, our Resident Forums, and the Board.



**For more information about getting involved with us, contact your Community Engagement Officer, Beverley Price on [0300 123 1222](tel:03001231222).**

Do you need help to read this?



Please contact us: tel: 0300 123 1222 or  
textphone(minicom): 0300 123 3005



**Arabic**

هل تحتاج إلى مساعدة لقراءة هذا؟ يرجى منك الاتصال بنا

المجلة الصوتية

**Polish**

Potrzebujesz pomocy, aby to przeczytać? Skontaktuj się z nami.

Magazyn głosowy

**Portuguese**

Necessita de ajuda para ler isto? Entre em contacto conosco

Voice Magazine

**Punjabi**

ਕੀ ਇਹਨੂੰ ਸਮਝਣ ਲਈ ਤੁਹਾਨੂੰ ਮਦਦ ਦੀ ਲੋੜ ਹੈ? ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ।

ਆਵਾਜ਼ੀ ਰਸਾਲਾ

**Somali**

Ma u baahan tahay in lagaa kaalmeeyo akhrinta feylkan? Fadlan nala soo xiriir.

Majallad Maqal ah

**Turkish**

Bunu okumak için yardima ihtiyaciniz var mı? Lütfen bizimle kontak kurunuz

Voice Dergisi

**This document is also available in large print, audio or any other language upon request.**

**Could you translate information for us?** The six languages above are the ones most commonly used by our residents apart from English. If you have translation abilities in any of these languages, we want to hear from you, contact Kathryn Smith on [0300 123 1222](tel:03001231222).