

Your community... your Local

Voice



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

My name is Barbara Stephenson and I am your Community Housing Officer. I am based at Muir Group's Blackpool Office 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. I manage 435 homes in the Blackpool Central, South Shore, North Shore, Fleetwood, Bispham and Wesham areas. The homes I manage consist mainly of 2, 3, 4 and 5 bedroom family homes with some 2 bedroom apartments that have been recently built in the Grange Park area of Blackpool. We have some stock on large estates and others on mixed tenure streets and all are located in the Blackpool, Wyre and Fylde Local Authorities.

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. 85 people replied telling us about what really matters to you.

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...

That children living on the Grange Park estate have nothing to do.

We will...

There are many activities organised for children on and around Grange Park. We will write to you with a list of these activities so that you can get involved.

You said...

That you would like to be kept better informed about what is going on at Muir Group and that you would like more opportunities to get involved with us.

We will...

We will tailor our approach to keeping you informed around where you live. This could be through providing a community noticeboard or through regular surgeries in your area. There are a number of events listed at the end of this copy of your Local Voice that provide an opportunity for you to get involved.

You said...

That you would like to know when your cyclical repairs would be getting done. i.e kitchen and bathroom replacements, painting the exterior of your homes etc

We will...

This information can be found in the enclosed Planned Improvement Update.

If you need any further information please contact us.

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... Normoss/Dinmore Apartments

You said... The bike store cannot be used as it is close to an alleyway and there is a risk of theft.

We will... We will review the arrangements for bike storage and put a proposal to our Regional Residents Forum for funding to improve security.

Location... Meadow Way

You said... That you did not feel involved in what is going on at Muir Group

We will... We have provided a Community Noticeboard and will ensure that this is regular updated with information that is relevant to you.

Location... Grange park, Bispham and Claremont areas

You said... You would like to be able to contact us more readily and maybe have an opportunity to talk to other residents.

We will... Set up resident to resident surgeries in 3 areas where residents can come in and talk to us, and to other residents from our Regional Residents Forum.

Location... Blackpool Central

You said... Nothing for kids to do in summer and other school holidays.

We will... We will work with our partners in the area to organise fun events for children at these times.

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

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 month or every three 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
Meadow Way Douglas Avenue	Car park	First Wednesday of every other month	Starting 6th April 2011 – between 10am and 11am
Lowland Way	Car park	First Tuesday of every month	Starting 4th May 2011 - at 2pm
Stirling Court	Outside properties	First Tuesday of every month	Starting 4th May 2011 - at 2.30pm
Kent Road Erdington Road	Outside properties	First Tuesday of every month	Starting 4th May 2011 - at 3pm
Euxton Court	Car park	Every 6 Months on 20th April and 19th October	11.00am
Pennine Close	Car park	Every 6 Months on 20th April and 19th October	12 noon

Location	Meeting Place	Date	Time
Supported Housing Schemes	At schemes	Annually	18th May 2011 between 11am and 2pm

If your address is not featured above this means that it may be among the houses that we have in streets as a one off. I do drive by scheme inspections on these properties. If you would like to talk to me about anything in your area please do not hesitate to contact me.

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.

KENT ROAD, ERDINGTON ROAD, CENTRAL DRIVE, PENNINE CLOSE, WOOLMAN ROAD, CLINTON AVENUE

A theatre visit for children

SUMMER 2011

NORMOSS AVENUE DINMORE AVENUE

Family Fun Day

SUMMER 2011

DETAILS TO FOLLOW

European Neighbour Day

27TH MAY 2011

GRANGE PARK

Skills sharing day

SUMMER 2011

CLAREMONT AREA, BISPHAM AND IBBISON CENTRAL AREA

Resident To Resident Surgeries

EVERY 6 WEEKS. WE WILL LET YOU KNOW WHERE AND WHEN CLOSER TO THE TIME.

DETAILS TO FOLLOW

Not In My Neighbourhood

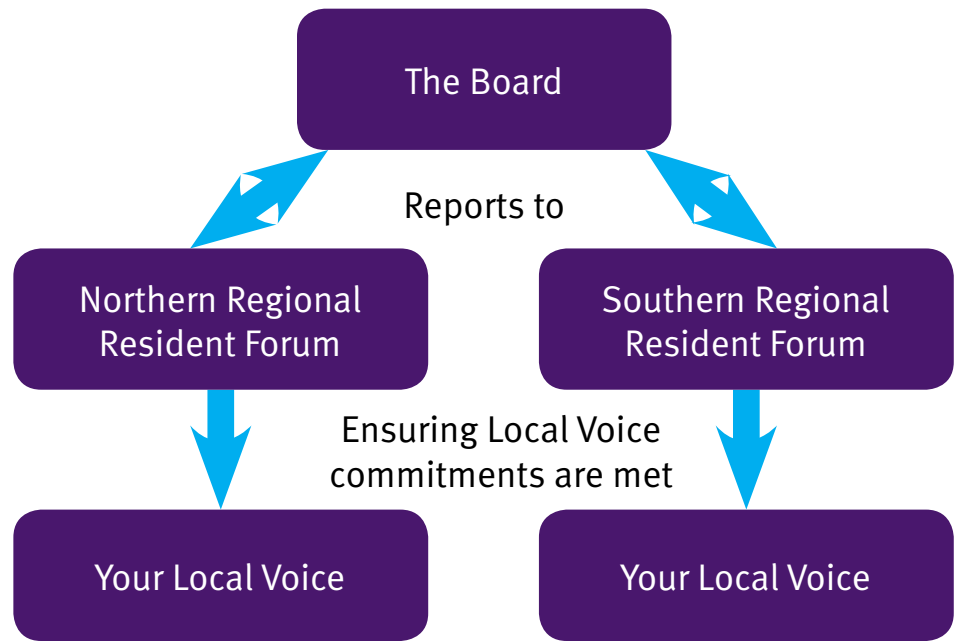
7-11TH NOVEMBER 2011

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 following diagram 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, Bev Price or Community Involvement Champion Barbara Stephenson on **0300 123 1222**.

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**.