

April 2011

BURNLEY, PENDLE & WEST LANCASHIRE

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 Carlton Young and I am your Community Housing Officer. I am based at Muir Group's Burnley 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, 237 homes in the Burnley, Pendle and Skelmersdale areas. The homes I manage consist of a mix of flats, bungalows and houses and are located in the Burnley, Pendle and West Lancashire 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. At our Local Plan Consultation Event, people visiting us and let us know what really matters to you.

We held events called “Consultation Stations” on the Higher and Lower Tentre estates. Again we had a great response with a good number of local residents attending 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 has been an increase in the levels of fly tipping and litter on several of our estates.

We will...

Clampdown on the perpetrators and liaise with our Partner Agencies and our contractors to ensure that litter and dumped rubbish are removed swiftly.

You said...

That there is further scope for improvement in the quality of landscaping especially on our larger schemes.

We will...

We will work with our landscaping contractor and carry out joint site visits to enhance the level of landscaping currently carried out.

You said...

That you would like to see an improvement in the information available to you about moving home.

We will...

We will work with our partners to improve the availability and quality of information about moving home.

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...

Higher Tentre

You said...

Dropped litter and fly tipping was becoming an issue –especially on the footpath from Todmorden Rd

We will...

Apply for funding to provide litter bins and also look to revise the existing landscaping specification to reflect the needs of the estate. Also to ensure that all reported tipping is removed swiftly

Location...

Higher and Lower Tentre

You said...

That you feel that the provision of heating to some of our properties is insufficient, particularly during cold spells.

We will...

We have reviewed this issue and have discovered that properties which have a car port below require additional insulation which will be provided during 2011.

Location...

Higher and Lower Tentre

You said...

That the upstairs flats were cold due to cold air rising from the stairwell

We will...

Carry out a feasibility study to identify a viable solution by either fitting a door at the top of the stairs or providing an additional panel heater at the bottom of the stairs

Location...

Knotts Mount

You said...

That there was room for improving the lighting on the scheme generally and that the properties backing onto the railway line would benefit from improved lighting

We will...

Survey the existing lighting provision by carrying out an evening inspection to check on existing light levels and work with the local council to try and improve street lighting if required and also endeavour to upgrade existing external lighting to individual properties

Location...

Rainhall Crescent

You said...

The handrails to the upstairs flats are old and in need of replacement

We will...

Our local Maintenance Surveyor will carry out an inspection on the existing rails and will order the necessary repair works.

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
Higher & Lower Tentre	Car park at top of Higher Tentre	28/04/11 and last Thursday in Month	10.30am
Hubie St & Poplar House	Entrance to scheme	28/04/11 and last Thursday in Month	11.45am
Accrington Road (Nairne Street)**	Outside No. 33	28th April 2011 4th Aug 2011 1st Dec 2011 29th March 2012	12.30pm
Pendlemist View & Cotton Court	Outside first block 15-25 Pendlemist View	28/04/11 and last Thursday in Month	2.30pm
Rainhall Crescent	On garage site to rear of flats	04/04/11 and first Monday in Month	2.30pm
Hill View Blacko**	Car park	4th April 2011 1st Aug 2011 1st Dec 2011 29th March 2012	3.45pm
Enstone	Car park	07/04/11 and first Thursday in Month	1.00pm
Elmstead	Car park	07/04/11 and first Thursday in Month	1.30pm
Eversley	Car park	07/04/11 and first Thursday in Month	2.00pm
Evington	Car park	07/04/11 and first Thursday in Month	2.30pm
Elm Close & Lancaster Close	Corner of Elm Close	07/04/11 and first Thursday in Month	3.30pm
Alexandra Close	Outside bungalows	07/04/11 and first Thursday in Month	3.30pm
Crawford Village*	Outside public house	2nd June 2011	3.00pm

**** means visits carried out quarterly or as required**

*** means visit carried out half yearly or as required**

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.

HIGHER AND LOWER TENTRE

Re-launch of monthly T with Muir Surgeries

MAY 2011

Welfare Benefits Surgery

SEPTEMBER 2011

PENDLEMIST VIEW & COTTON COURT

Resident Involvement awareness roadshow

JUNE 2011

Welfare Benefits Surgery

JUNE 2011

RAINHALL CRESCENT

Resident Involvement awareness roadshow

JUNE 2011

Welfare Benefits Surgery

JUNE 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, Beverley Price 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**.