

April 2011

SOUTH KESTEVEN, FENLAND, WARBOYS AND RAMSEY

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.

Our names are Janet Freeden and Charlotte Gout and we are your Community Housing Officers. We work on a job share basis; Janet works Monday and Tuesdays and Charlotte on Wednesday, Thursday and Fridays.

We are based at Muir Group's Huntingdon Office and can be contacted on 0300 123 1222.

## 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 Officers we are responsible for managing, 287 homes in a large area which spreads from Huntingdonshire area including Ramsey, Ramsey St Mary's and Warboys. Fenland covering Whittlesey, March, and Christchurch and South Kesteven that covers Colsterworth, Allington, Bourne, North and South Witham, Swinstead, Carlby, Skillington and Stamford. The homes we manage consist of a mix of family houses, bungalows and flats. and are all located in the Huntingdonshire, Fenland and South Kesteven 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.

Muir Group Customer Service Charter



Your Local Voice



Our Local Offer to You

## How did we identify local priorities?

We posted a survey to every resident in your local area. We had a fantastic response. 134 people replied in your areas telling us about what really matters to you.

We held a “Consultation Station” in Canberra Court] and we are currently in the process of setting one up in Colsterworth.

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...

You had parking issues

### We will...

Look into individual schemes and if there is any space that could possibly be turned in to additional parking spaces.

### You said...

Looking after communal areas was an issue

### We will...

Scheme inspections will be carried out as laid out at the back of the Local Plan. Monitoring and working closely with our cleaners and landscape gardeners to ensure the appearance of the schemes are kept on top of.

### You said...

Dealing with Anti-Social Behaviour needed attention

### We will...

We will respond to you as per our policy; we will work with our residents and partners to identify the perpetrators and resolve the issues as quickly as possible.

## 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...**

Canberra Court

**You said...**

Individuals on and off the scheme dumping rubbish in the old disused bin stores.

**We will...**

Clear all rubbish and remove the bin stores. Where we can identify the perpetrators we will recharge them the costs and if they are Muir Residents then we will consider taking action against their tenancy. We are also investigating have a skip day to help residents dispose of their bulky rubbish in an appropriate way.

**Location...**

Bronze Street

**You said...**

Not enough parking

**We will...**

Unfortunately it is not possible to increase the amount of parking spaces in this area. However if there are any un-taxed or un roadworthy cars left in the car parks or on the side of the road please contact us so we can look to get them removed.

**Location...**

Potter Court

**You said...**

Security Door Concerns. Although the blocks of flats have security doors it seems that they get damaged on a regular basis, or are jammed open.

**We will...**

Reminder to be sent to all residents to ensure it is fully shut when they use the door and not to wedge things to prop it open slightly. Not only does wedging the door open allow un wanted visitors, but it can also damage the door and if identify perpetrators would be recharge the cost of any repairs.

**Location...**

Canberra Court

**You said...**

Security of flats was a problem

**We will...**

We have already consulted with residents and have requested quotes. We are now seeking funding to improve the security of the flats by putting in security doors.

**Location...**

Tondel Court

**You said...**

Bikes are being stored in the communal stairwells.

**We will...**

We are seeking funding to have a small bicycle shed installed, so that residents can store their bikes outside and not under the stairs.

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.

<b>Location</b>	<b>Meeting Place</b>	<b>Date</b>	<b>Time</b>
<b>Flaxen Walk and Humberdale Way, WARBOYS</b>	1st Car Park at Flaxen Walk	6th May 2011 8th Nov 2011	10.30am 10.00am
<b>Canberra Court, RAMSEY</b>	1st Car Park at Canberra Court	3rd May 2011 14th June 2011 20th July 2011 23rd August 2011 27th Sept 2011 26th October 2011 15th Nov 2011 13th Dec 2011 24th January 2012 22nd Feb 2012 27th March 2012	10.00am 2.00pm 2.00pm 10.00am 10.00am 2.00pm 10.00am 10.00am 2.00pm 2.00pm 10.00am
<b>The Croft, CHRISTCHURCH</b>	Individual house appointments	2nd August 2011	11am – 12am
<b>Blackthorn Way, BOURNE</b>	Outside No 1	12th August 2011 9th March 2012	10.30am 10.30am
<b>Croake Hill &amp; Creeton Road, SWINSTEAD</b>	Car Park	16th August 2011 14th Feb 2012	9.00am 9.00am
<b>Nursery End, ALLINGTON</b>	Individual house appointments	16th August 2011 14th Feb 2012	11am – 1pm 10am – 12pm
<b>Water Lane, SOUTH WITHAM</b>	Individual house appointments	16th August 2011 14th Feb 2012	11am – 1pm 10am – 12pm
<b>Northerns Close, NORTH WITHAM</b>	Individual house appointments	16th August 2011 14th Feb 2012	11am – 1pm 10am – 12pm
<b>Manor Road, CARLBY</b>	Individual house appointments	16th August 2011 14th Feb 2012	11am – 1pm 10am – 12pm
<b>Stonepit Lane, SKILLINGTON</b>	Car Park	16th August 2011	10.00am
<b>East/West Grove, Bourne Road Estate COLSTERWORTH</b>	Top of Bourne Road Estate	27th May 2011 6th Sept 2011 7th February 2012	10.30am 10.00am 10.00am
<b>Andrew Road, Elgar Way, Ravel Close, Albert Road, Cheshire Close, STAMFORD</b>	Individual house appointments	10th June 2011 27th January 2012	10.30am 10.30am
<b>Sycamore Road, Stafford Road WHITTLESEY</b>	Top of Stafford Road	7th October 2011 16th March 2012	10.30am 10.30am
<b>Holland Close, WHITTLESEY</b>	Top of Road	7th October 2011	11.30am

Location	Meeting Place	Date	Time
<b>Bronze Street, Tondel Court MARCH</b>	Tondel Court Car Park	10th May 2011	10.00am
		20th June 2011	2.00pm
		26th July 2011	10.00am
		12th Sept 2011	2.00pm
		19th October 2011	2.00pm
		21st Nov 2011	2.00pm
		10th January 2012	10.00am
		6th March 2012	10.00am
<b>Stephenson Close, The Junction MARCH</b>	Outside Flats	10th May 2011	11.00am
		10th January 2012	11.00am
<b>Swan Court, Collingwood Avenue, Russell Avenue MARCH</b>	Individual house appointments	26th July 2011	11am – 12pm
		20th March 2012	11am – 12pm

## 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.

#### **NEWTON COURT, COLSTERWORTH**

Consultation Station; Members of Muir staff will be on site to talk to you about your experiences of living in your home and to discuss any issues you have. We also hope to our Resident board member and member of the regional resident form there on the day.

**11 MAY 2011 BETWEEN 10:30 AM AND 12 NOON**

#### **BOURNE ROAD ESTATE, COLSTERWORTH**

Consultation Station; Members of Muir staff will be on site to talk to you about your experiences of living in your home and to discuss any issues you have. We also hope to our Resident board member and member of the regional resident form there on the day.

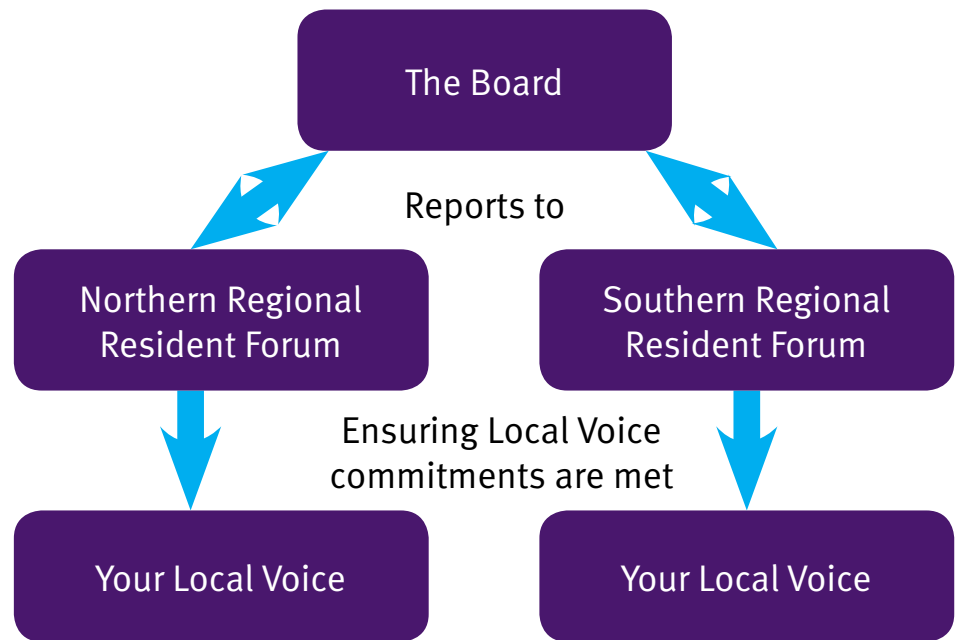
**11 MAY 2011 BETWEEN 12:30 AND 2.00 PM**

## 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, Jan Kaneen 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).