

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 Cheryl Wilkinson and I am your Community Housing Officer. I am based at Muir Group's Helsby 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, 351 homes in the Warrington and Northwich areas. The homes I manage consist of 1, 2 and 3 bed roomed flats and houses and are all located in the Warrington and Cheshire West and Chester 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. We had a good response telling us about what really matters to you.

We held events called “Consultation Stations” in the following locations Heber Walk, Northwich and Cinnamon Brow, Warrington. Again we had a great response with 14 people turning up 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...

You were concerned about the upkeep of communal areas on a number of schemes

We will...

We will work in partnership with our landscaping contractor and residents on all our schemes. We will carry out scheme walkabouts to enhance the level of landscaping and to provide feedback to residents on progress.

You said...

That anti-social behaviour is a problem on a number of schemes

We will...

We will work in partnership with local police forces and other external agencies to ensure that anti-social behaviour is dealt with swiftly and effectively.

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 Choose a Home and other 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...

Heber Walk, Northwich

You said...

That litter and fly tipping is a problem in the local area

We will...

Consult with our contractor to ensure that they are completing regular litter picks. We will complete regular scheme inspections with our contractor and residents which will highlight any issues.

Location...

Cinnamon Brow, Warrington

You said...

There is a need for more areas for children to play and more seating for parents

We will...

Consult with residents to see what resolutions can be reached. Once we have a clear idea of the options available we will complete a feasibility study and will look to get quotes for the necessary works. The quotes will then be submitted to our Regional Residents' Forum for approval.

Location...

Cinnamon Brow, Warrington

You said...

That street lighting is poor, and needs to be improved

We will...

Contact the Local Council to see if they can assist us in providing additional lighting. We will keep residents informed of progress

Location...

Heber Walk, Northwich

You said...

There are not enough activities for local children. You said that you would also like a play area

We will...

Supply a local notice board. We will fill the notice board with information regarding local activities which are available for the younger generation.

We will also consult with residents to see what they would like us to do with the spare piece of land at the top of Heber Walk. This may be a suitable location for a play area.

Location...

Cinnamon Brow, Warrington

You said...

That there are not enough car parking spaces

We will...

We will look to convert some grass verges into car parking spaces. We will obtain quotes for the necessary works and will submit them to the Regional Residents' Forum for approval.

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
Sandybank, Waterbank Row, Leftwich, The Poppies, Niddries Lane	Entrance to the flats	18th April 2011 18th July 2011 24th October 2011	10.00am
Rowland Close, Aspinall Close, Jervis Close, Timmis Close	Entrance to Rowland Close	26th April 2011 26th July 2011 25th October 2011	9.00am
Victoria Road, Arbour Close, Heber Walk, Yarwood Close, Bridge House	Car Park At The Rear Of Victoria Road	28th April 2011 28th July 2011 27th October 2011	10.00am
Blackledge Close, Libson Close, Waywell Close, Timmis Close, Canada Close	Entrance to Blackledge Close	27th April 2011 27th July 2011 26th October 2011	9.00am

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.

HEBER WALK, NORTHWICH

Planting day with residents and children with a street party to follow
TO BE ARRANGED

LEFTWICH

Activities for the local children on the scheme in the summer months
TO BE ARRANGED

THE POPPIES

A Welfare Benefits Surgery

TO BE ARRANGED WITH OUR WELFARE BENEFITS ADVISOR

CINNAMON BROW

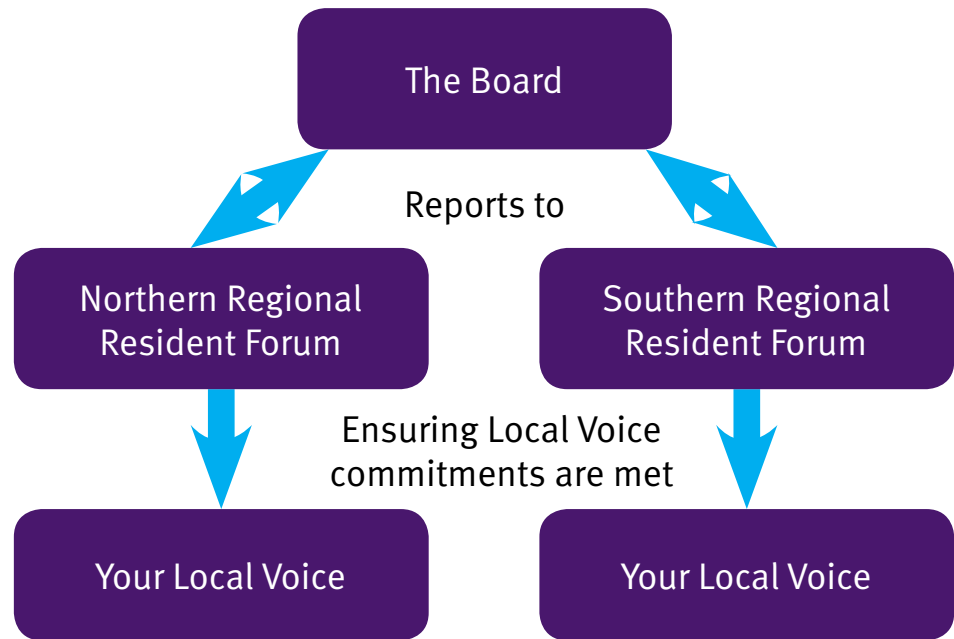
Activities for the local children on the scheme in the summer months
TO BE ARRANGED

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**.