

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 Jan Downey 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, 277 homes in the Chester area. The homes I manage consist of a mix of houses, flats and bungalows and are all located in the Chester 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 fantastic response telling us about what really matters to you.

We held an event called a “Consultation Station” at Charlotte Court. Again we had a great response with 12 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...

That anti-social behaviour is a problem on a number of schemes in Chester City Centre.

We will...

Continue to take a serious stand against anti-social behaviour. We work closely with residents, police and local the Crime Prevention Officer to help us consider ways to deal with anti-social behaviour in a swift and effective manner.

You said...

That the quality of landscaping on our larger schemes could be improved.

We will...

Work in partnership with residents and our contractor to improve the standard of work across all of our schemes. We continue to carry out joint scheme walkabouts with residents and our contractor to highlight any issues.

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 Trust Homechoice 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...

Shot Tower Close

You said...

That the standard of cleaning is poor in the internal communal areas and litter is an issue.

We will...

Meet residents and contractor on site identify main areas of concern. We will continue to monitor the standard of cleaning and litter during regular scheme walkabouts.

Location...

Shot Tower Close

You said...

That there has been a problem with anti-social behaviour on the scheme and support provided to vulnerable residents could be improved.

We will...

Continue to work in partnership with the local police to reduce anti-social behaviour in the local area.

We will consult with residents to see what gaps there are with support. We will work in partnership with local agencies to see what options are available if necessary.

Location...

Gosforth Place

You said...

That not all residents are taking it in turns to clean the internal communal areas.

We will...

Carry out consultation and feasibility study for the provision of a cleaning service for the internal communal areas. We will keep all residents fully informed of progress.

Location...

Queens Place

You said...

That you feel the provision of heating in the flats is insufficient, especially during winter.

We will...

The storage heaters are due for replacement this year, this should help to resolve the issue.

Location...

Gosforth Place

You said...

That the car park still needs to be improved

We will...

We have now received all the quotes and plan to resurface, paint and mark out the car park on Vicarage Road. Work will commence in the next couple of weeks.

Location...

Edgerton Street

You said...

That the communal carpets are old and need to be replaced.

We will...

Request quotes for the provision of new carpets. We will submit the quotes to our Regional Residents' Forum for approval.

Location...

Charlotte Court

You said...

That despite the provision of new light weight barrier to the large car park, there are still issues with parking on the scheme

We will...

We will review our approach to car parking at Charlotte Court. We will keep all residents informed of progress.

Location...

Charlotte Court

You said...

That there are issues with anti-social behaviour on the scheme

We will...

We will work in partnership with the police and will use the report produced by the local Crime Prevention Officer to try to reduce anti-social behaviour on the scheme.

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 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
Bridge Street Row	On the Row	2nd March 2011 1st June 2011 5th October 2011 1st February 2012	9.00am
Northgate Street	Communal area	2nd March 2011 1st June 2011 5th October 2011 1st February 2012	10.00am
Watergate Street	Communal area	2nd March 2011 1st June 2011 5th October 2011 1st February 2012	10.30am
Greenway Street	On the front	2nd March 2011 1st June 2011 5th October 2011 1st February 2012	11.00am
Lorne Street	Communal hallway	2nd March 2011 1st June 2011 5th October 2011 1st February 2012	2.00pm
93 Brook Street	Communal hallway	2nd March 2011 1st June 2011 5th October 2011 1st February 2012	3.00pm
103 Brook Street	Communal hallway	2nd March 2011 1st June 2011 5th October 2011 1st February 2012	3.30pm

Location	Meeting Place	Date	Time
Hartington Street Appleyards Lane	Door knock	2nd March 2011 1st June 2011 5th October 2011 1st February 2012	4.00pm
Mercer Way	Door knock	2nd March 2011 1st June 2011 5th October 2011 1st February 2012	4.30pm
Henshall Street	Door knock	2nd March 2011 1st June 2011 5th October 2011 1st February 2012	1.00pm
Shot Tower Close	Court yard	9th March 2011 8th June 2011 12th October 2011 8th February 2012	9.00am
Charlotte Court	Car park	9th March 2011 8th June 2011 12th October 2011 8th February 2012	12 noon
Earls Port	Car park	9th March 2011 8th June 2011 12th October 2011 8th February 2012	2.00pm
Black Diamond Street	Door knock	9th March 2011 8th June 2011 12th October 2011 8th February 2012	3.30pm
Albion Street	Door knock	9th March 2011 8th June 2011 12th October 2011 8th February 2012	4.00pm
Cornwall House	Communal hallway	9th March 2011 8th June 2011 12th October 2011 8th February 2012	3.00pm
Catherine Street	Door knock	16th March 2011 15th June 2011 19th October 2011 15th February 2012	9.00am
Sibell Ormonde Egerton 46 & 47	Door knock	16th March 2011 15th June 2011 19th October 2011 15th February 2012	10.00am
Belgrave Street	Door knock	16th March 2011 15th June 2011 19th October 2011 15th February 2012	11.00am
Chedworth House	Communal hallway	16th March 2011 15th June 2011 19th October 2011 15th February 2012	12 noon

Location	Meeting Place	Date	Time
Kinnaird House	Communal hallway	16th March 2011 15th June 2011 19th October 2011 15th February 2012	2.00pm
2 and 4 Queens Place	Car park	16th March 2011 15th June 2011 19th October 2011 15th February 2012	3.00pm
Gosforth Place	Car park	23rd March 2011 22nd June 2011 26th October 2011 2nd February 2012	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.

GOSFORTH PLACE

Planting and Easter egg hunt

13TH APRIL 2011 - 4PM TO 7PM

CHARLOTTE COURT

European Neighbourhood Day

27TH MAY 2011 - 12PM TO 2PM

GREENWAY STREET

Big Lunch - Cream tea

6TH JUNE 2011 - 10AM TO 12PM

EARLS PORT

Big Lunch - Tidy up

6TH JUNE 2011 - 2PM TO 4PM

Regional Resident Forums

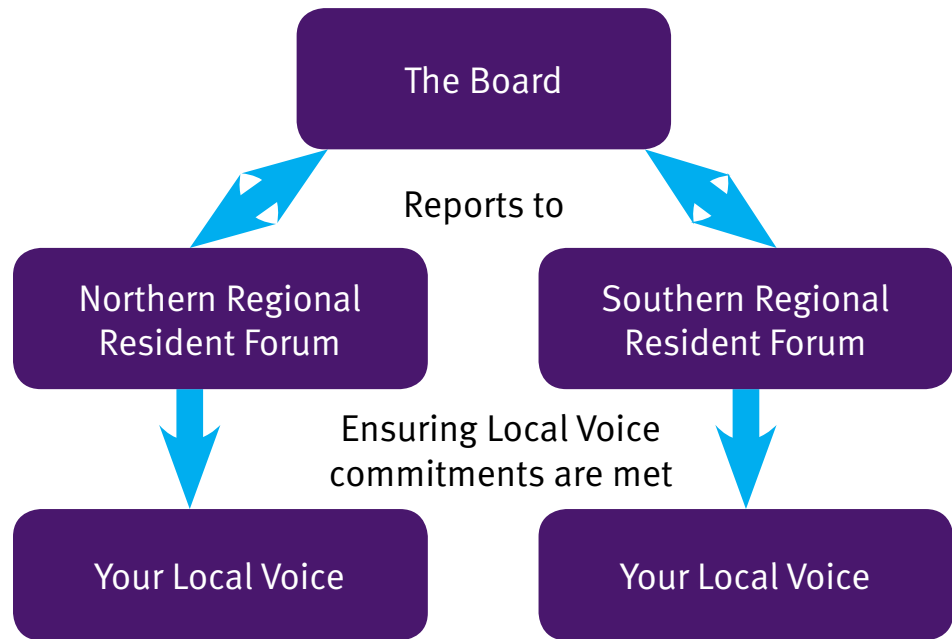
In the last year we have set up Regional Resident Forums, one in the North and one in the South. Our Regional Resident Forums have been involved in

For more information about getting involved with us, contact your Community Engagement Officer, Beverley Price on 0300 123 1222.

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.



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**.