

Your community... your Local

Voice



muir
group

creating communities



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.

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

My name is Sue Hoolahan and I am covering for your Community Housing Officer Kerry Lilliott. I am based at Muir Group's Helsby Office and can be contacted on 0300 123 1222.

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, 323 homes over 28 schemes in the Crewe, Nantwich and Chester areas. The homes I manage consist of 1, 2 and 3 bedroom houses, flats and bungalows and are located in the Cheshire East and Cheshire West 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. 28 people replied telling us about what really matters to you.

We held events called “Consultation Stations” in Walker Close Haslington, Monks Orchard Nantwich, and Thornton Bank Alpraham. Again we had a great response with 10 people turning up to each event 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 you are not happy with the standard of grounds maintenance on a number of schemes

We will...

invite a representative from Sodexo to attend Scheme Walkabouts with our residents to highlight problem areas and to ensure the correct standard is maintained

You said...

that you are experiencing problems with anti-social behaviour on a number of schemes

We will...

we are working in partnership with the police and mediation services on several schemes to deal with instances of anti-social behaviour in a proactive manner

You said...

that car parking is a problem on the a number of schemes

We will...

investigate the issues on individual schemes and work in partnership with residents to try to resolve the issues raised

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...

Baronia Place, Nantwich

You said...

that there are problems with fly tipping by non-residents in the bin areas

We will...

obtain quotes for an electronic fob and locking system the bin area. The quote will then be passed to our Regional Residents' Forum for approval.

We will also, write to all residents advising them of their tenancy obligation to keep communal areas clean and tidy and monitoring the situation during regular scheme walkabouts

Location...

Baronia Place, Nantwich

You said...

that there are problems with youths cutting through Baronia Place via gate near the town centre

We will...

obtain quotes for an electronic fob and locking system for the gate. The quote will then be passed to our Regional Residents' Forum for approval

Location...

Ashmuir Close, Crewe

You said...

that the standard of grounds maintenance is poor in the external communal areas

We will...

work in partnership with residents and our contractor to improve the standard of work. We will monitor progress during joint estate walkabouts

Location...

Ellwood Green, Hough

You said...

that Lighting is poor and needs to be improved in the local area

We will...

look into the options available to improve the lighting and submit a bid to the Regional Residents Forum for approval

Location...

Ellwood Green, Hough

You said...

that you require a grit box to resolve the issues of icy paths and roads in winter

We will...

reassess whether there is a need for a grit box at Ellwood Green

Location...

School Close, Marbury

You said...

that communication with residents at School Close is poor and that more things seem to be happening on other schemes

We will...

consult with residents and explore ways to improve resident involvement

Location...

Thornton Bank, Alpraham

You said...

that the current electric heating system is not adequate

We will...

we upgraded the storage heaters in 2009. We will investigate examples of specific dissatisfaction with individual tenants

Location...

Thornton Bank, Alpraham

You said...

there are issues with non-residents parking in the car park to go to the pub across the road then cutting through the alleyway

We will...

consult with residents to find a solution to the parking problem, and investigate whether it's possible to block off the alleyway

Location...

Walker Close, Haslington

You said...

that the hedging is overgrown and needs to be trimmed

We will...

We will obtain a quote and attempt to source funding to cut the hedging back

Location...

Walker Close, Haslington

You said...

that the flags are uneven and the lighting is poor

We will...

arrange for the area to be surveyed to identify solution to the uneven flags and investigate the options for improving the lighting on the scheme. Once we have a quote, we will submit it 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 six months. If you would like more frequent, or less frequent walkabouts, please let me know.

How will we feedback to our customers?

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.

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
Walker Close	Car park	01/06/11 07/09/11 07/12/11 07/03/12	9.00 – 10.00
Ashmuir Close	Garages	01/06/11 07/09/11 07/12/11 07/03/12	10.30 – 11.00
Dutton Way Mount Pleasant	Outside flats	01/06/11 07/09/11 07/12/11 07/03/12	11.00 – 11.30

Location	Meeting Place	Date	Time
Brookhouse Drive	Dor knock	01/06/11 07/09/11 07/12/11 07/03/12	11.30 – 12.00
Weaver View	Car park	01/06/11 07/09/11 07/12/11 07/03/12	1.30 – 2.00
Thornton Bank	Car park	08/06/11 14/09/11 14/12/11 14/03/12	9.00 – 9.30
Hilbre Bank	Car park	08/06/11 14/09/11 14/12/11 14/03/12	9.30 – 10.00
School Bank	Car park	08/06/11 14/09/11 14/12/11 14/03/12	10.30 – 11.00
Monks Orchard	Car park	08/06/11 14/09/11 14/12/11 14/03/12	11.30 – 12.30
Casey Lane	Front of houses	08/06/11 14/09/11 14/12/11 14/03/12	Between 1.30 and 2.30
West Avenue	Front of houses	08/06/11 14/09/11 14/12/11 14/03/12	Between 1.30 and 2.30
Arnold Street	Front of houses	08/06/11 14/09/11 14/12/11 14/03/12	Between 1.30 and 2.30
Thomas Row	Door knock	08/06/11 14/09/11 14/12/11 14/03/12	Between 1.30 and 2.30
Weaver Road	Door knock	08/06/11 14/09/11 14/12/11 14/03/12	Between 1.30 and 2.30
Station View	Door knock	08/06/11 14/09/11 14/12/11 14/03/12	Between 1.30 and 2.30
Jubilee Gardens	Door knock	08/06/11 14/09/11 14/12/11 14/03/12	Between 1.30 and 2.30

Location	Meeting Place	Date	Time
Albert Street	Door knock	08/06/11 14/09/11 14/12/11 14/03/12	Between 1.30 and 2.30
London Road	Door knock	08/06/11 14/09/11 14/12/11 14/03/12	Between 1.30 and 2.30
Ellwood Green	Car park	08/06/11 14/09/11 14/12/11 14/03/12	3.00 – 4.00
Quarrybank Cottages	Car park	15/06/11 21/09/11 21/12/11 21/03/12	9.30 – 10.00
St Wenefredes Green	Car park	15/06/11 21/09/11 21/12/11 21/03/12	10.30 – 11.30
Rylands Close	Car park	15/06/11 21/09/11 21/12/11 21/03/12	12.00 – 1.00
School Close	Car park	15/06/11 21/09/11 21/12/11 21/03/12	2.30 – 3.30
Pinewood Close	On street	22/06/11 28/09/11 28/12/11 28/03/12	10.00 – 10.30
Whitefields	Door knock	22/06/11 28/09/11 28/12/11 28/03/12	10.30 – 11.00
Dairybank	Door knock	22/06/11 28/09/11 28/12/11 28/03/12	11.00 – 11.30
Baronia Place	Car park	22/06/11 28/09/11 28/12/11 28/03/12	1.30 – 3.30

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.

SCHOOL CLOSE, MARBURY

Consultation with residents to identify any potential for resident involvement on the scheme

BY SEPTEMBER 2011

ALL AREAS

Support communities to hold a street party for the royal wedding where wanted

APRIL 2011

BARONIA PLACE

Further residents meeting to monitor progress with bin store/problems with youths etc

MAY 2011

WALKER CLOSE, ELLWOOD GREEN AND SCHOOL CLOSE

Arrange a Christmas lunch for those residents that wish to get together for a social activity

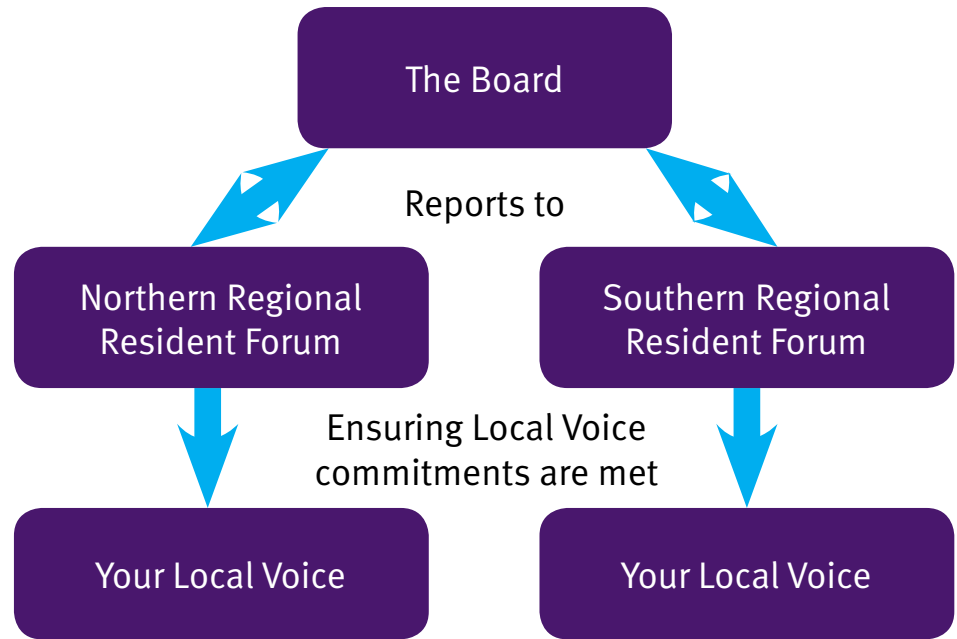
DECEMBER 2011

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 diagram on the following page 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

المجلة الصوتية

هل تحتاج إلى مساعدة لقراءة هذا؟ يرجى منك الاتصال بنا

Polish

Magazyn głosowy

Potrzebujesz pomocy, aby to przeczytać? Skontaktuj się z nami.

Portuguese

Voice Magazine

Necessita de ajuda para ler isto? Entre em contacto conosco

Punjabi

ਆਵਾਜ਼ੀ ਰਸਾਲਾ

ਕੀ ਇਹਨੂੰ ਸਮਝਣ ਲਈ ਤੁਹਾਨੂੰ ਮਦਦ ਦੀ ਲੋੜ ਹੈ? ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ।

Somali

Majallad Maqal ah

Ma u baahan tahay in lagaa kaalmeeyo akhrinta feylkan? Fadlan nala soo xiriir.

Turkish

Voice Dergisi

Bunu okumak için yardima ihtiyaciniz var mı? Lütfen bizimle kontak kurunuz

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**.