

April 2011

WARRINGTON, KIRKBY, STOCKPORT & LIVERPOOL

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 Lee Kirk and I am your Community Housing Officer. Based at Muir Group's Helsby Office, I work from Monday to Wednesday 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, approx 240 homes in the Warrington, Kirkby, Liverpool and Stockport areas. The homes I manage consist of a mix of flats, bungalows and houses and are located in the Cheshire, Merseyside areas, within four different 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 an excellent response to our survey and at our Local Plan Consultation Event, with people visiting us and letting us know what really matters to you.

We held events called “Consultation Stations” in the Kirkby and Warrington 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 in partnership with our landscaping contractor and residents on all our schemes. We will carry out joint site visits to enhance the level of landscaping and provide feedback to residents on progress.

### You said...

That anti-social behaviour is a concern on a number of schemes.

### We will...

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

## 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...**

Kirkby

**You said...**

that dumped household items, building debris and general rubbish is an on going issue, particularly in the communal gardens and the rear court yards of the flats

**We will...**

revise the existing landscaping specification to more reflect the needs of the estate. To advise the local residents, including owner occupiers of the costs to the service charge of removing such items

**Location...**

Kirkby

**You said...**

that you would like to see some improvements to the external communal areas on the scheme

**We will...**

arrange a meeting to discuss possible changes with all Muir residents

**Location...**

Liverpool 8

**You said...**

during the particularly cold spell in December, there were problems with the Contractor getting parts, which delayed repairs

**We will...**

we will arrange a residents' meeting to give residents an opportunity to raise any concerns with our repairs service

**Location...**

Parrymead

**You said...**

that the existing electric storage heating systems needs to be updated

**We will...**

a heating upgrade is not due for a number of years. We will consult with you about the planned improvements which have been scheduled for this year. We will re-prioritise if necessary all residents agree

**Location...**

Fearnhead Cross

**You said...**

that there is a problem with people dumping excess rubbish in the communal bin areas.

**We will...**

seek advice from the Local Authority Cleansing Department, regarding the size and access to the bin store areas. We will keep residents informed of progress

**Location...**

Longbarn and Orford

**You said...**

that you were concerned about being able to maximise your income and reduce personal debts

**We will...**

continue to promote the Credit Union and the services offered by our specialist Welfare Benefits Advisor Millie Ridley in the local area. We will arrange an event where residents will be able to meet Millie and receive benefits advice

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.

Location	Meeting Place	Date	Time
<b>Liverpool 8*</b>	Sandon Street - front of houses	7th June 2011 6th Dec 2011	Between 9 & 10am
<b>Parrymead*</b>	Top of cul-de-sac	5th July 2011 3rd January 2012	Between 10 & 11am
<b>Orford 1, 2 &amp; 3 **</b>	Front of houses	21st June 2011 20th Sept 2011 20th Dec 2011 20th March 2012	Between 1 & 3pm
<b>Longbarn 1 &amp; 2 **</b>	Shop car park garage	28th June 2011 27th Sept 2011 27th Dec 2011 27th March 2012	Between 1 & 3pm
<b>Kirkby</b>	Garage blocks	14th June 2011 13th Sept 2011 13th Dec 2011 14th March 2012	Between 10 & 11am
<b>Fearnhead Cross</b>	Communal landing	28th June 2011 12th July 2011 + second Tuesday every month	Between 9 & 10am

**\*\* 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.

#### **KIRKBY**

Residents' Meeting to discuss possible changes to external communal areas

**TO BE ANNOUNCED**

#### **LIVERPOOL 8**

Residents' meeting to discuss the grounds maintenance issues and repairs

**TO BE ANNOUNCED**

#### **WARRINGTON**

Consultation Station and Welfare Benefits Advice drop in

**TO BE ANNOUNCED**

## 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, Bev 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**.