

April 2011

BRADFORD, CRAVEN AND HAMBLETON

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 Raja Khan and I am your Community Housing Officer. I am based at Muir Group's Burnley area 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 - 192 homes and 30 garages in the North Yorkshire and West Yorkshire areas. The homes I manage consist of bungalows, flats and houses and are all located in the Bradford, Craven and Hambleton 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 telling us about what really matters to you.

We held an event called “Consultation Station” in Brompton. Again we had a good response with approximately 10 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 there is an issue with landscaping and grounds maintenance on a number of schemes

We will...

Continue to work closely with our contractor and residents on all schemes. We will regularly invite residents on scheme walkabouts and provide feedback on progress.

We will seek specialist advice from our contractor before prioritising work on areas which are deemed to be a health and safety risk.

You said...

That there is insufficient grit bins on a number of schemes which resulted in problems with clearing snow on the footpaths during the adverse weather conditions in winter

We will...

We will consider providing additional grit bins where necessary and ensure grit levels are maintained to an adequate level throughout the winter season.

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 local authorities and other partners to improve the availability and quality of information about moving home.

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...

Danelaw Gardens, Brompton

You said...

there are issues of anti-social behaviour in the local area

We will...

we have forged good links with the various agencies e.g. the Police, ASB Team and the Environmental Health Department and will continue working with these agencies in investigating and taking action against residents who engage in anti-social behaviour

Location...

The Crofts, Sutton-in-Craven

You said...

that non-residents have been allowing their dogs to foul on the grassed area at The Crofts

We will...

work with the Environmental Health Department and the Dog Warden to address this issue. We will monitor this issue closely and will also consider erecting "No Dogs fouling" signs

Location...

Gregory Court, Clayton

You said...

that incidents of theft and vandalism at Gregory Court have made some residents feel insecure in their homes

We will...

continue to work with the Police and the Crime Prevention Team to monitor the situation and request for additional Police patrols around Gregory Court

Location...

Danelaw Road and Danes Crest, Brompton.

You said...

there are issues with clearing the snow on Danelaw Road and the paths around the scheme during the extreme weather conditions last winter

We will...

ask North Yorkshire County Council to consider placing Danelaw Road in a higher priority and providing a second grit bin. We will also ensure grit levels are maintained to an appropriate level

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 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
North Riding House	Car park	05/04/11 and first Tuesday of every month	2.00pm
Danelaw Gardens	Car Park outside (Block 5 – 15 Danelaw Gdns)	19/04/11 and third Tuesday of every month	1.00pm
Danes Crest	Garage site on Danes Crest	26/04/11 and last Tuesday of every month	2.00pm
Danelaw Road	Garage site on Danes Crest	26/04/11 and last Tuesday of every month	2.00pm
Earls View	Car Park at The Poplars	13/04/11 and first Wednesday of every month	1.30pm
The Poplars	Car Park at The Poplars	13/04/11 and first Wednesday of every month	1.30pm
Manor Way	Car Park at The Poplars	13/04/11 and first Wednesday of every month	1.30pm
The Crofts	Car Park at The Crofts	13/04/11 and first Wednesday of every month	2.30pm
Gregory Court	In the Court yard	20/04/11 and third Wednesday of every month	2.00pm
Springwell Close	Grit bin on close	25/04/11 last Monday of every month	2.00pm
Hopehill View	Rear of Hopehill View	23/06/11 20/09/11 22/12/11 22/03/12	11.00am
Willow Way	Entrance to Willow Way	21/03/12	1.00pm

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.

GREGORY COURT, CLAYTON

Welfare Benefits Advice Surgery

2-4 PM WEDNESDAY 11TH MAY 2011

CROSSHILLS BOWLING CLUB

European Neighbours Day

1 – 4 PM THURSDAY 26TH MAY 2011

BROMPTON, NORTHALLERTON

The Big Lunch

JULY 2011

SUTTON IN CRAVEN

Regular tea and coffee sessions

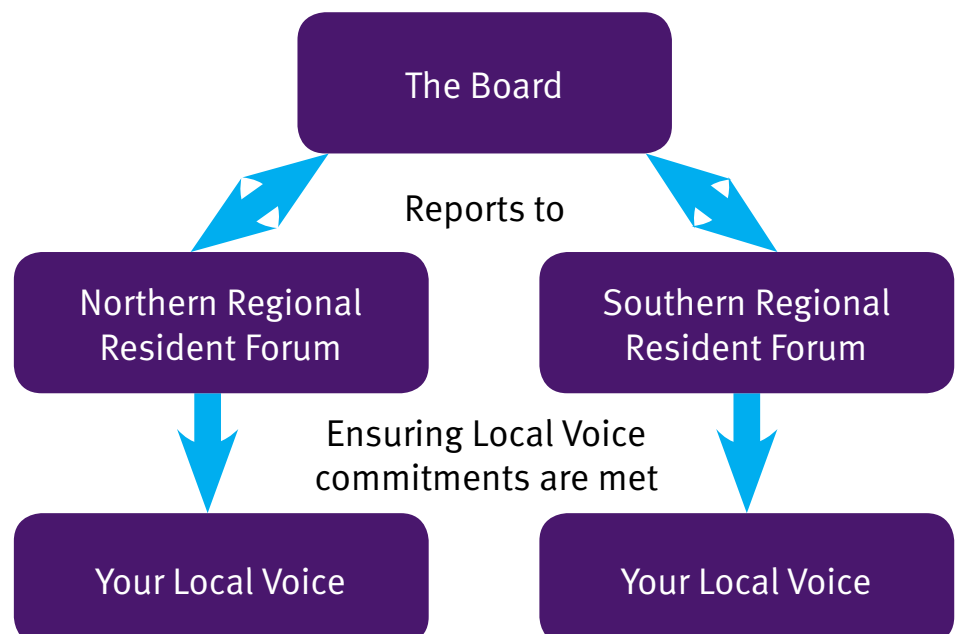
ONGOING THROUGHOUT YEAR

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, 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**.