

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 Sam Hopper and I am your Community Housing Officer. I am based at Muir Group's Glebe Green Estate 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, 358 homes in the Winsford area(s). The homes I manage consist of houses, flats and bungalows and are all located in the Cheshire West and Chester Local Authority.

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. Those of you who replied told us about what really matters to you.

We held an event called “Consultation Station” on Glebe Green and we had a great response with 18 people giving 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 would like to see everyone taking pride in the area that they live.

We will...

Carry out estate walkabouts to identify any areas of concerns and notify residents of the outcome of these inspections either via letters or posters.

Where possible we will involve our partners and other agencies in these walkabouts.

You said...

You would like to see more activities for children of all ages to prevent bullying and anti-social behaviour

We will...

We will arrange activities with the local authority and other partners including the Harmony community group.

We will publicise these activities as widely as possible to make sure that anyone who wants to get involved can do so.

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...

Glebe Green

You said...

There should be more things for young people to do.

We will...

Support the Harmony Community Group to organise Crafty Dayz and other activities during the school holidays

Location...

Lichfield Court flats

You said...

There are problems with excess waste and recycling

We will...

We will work with you and the Local Authority to find the best way to reduce general household waste and increase recycling.

Location...

Glebe Green

You said...

You wanted better information about planned improvements to your home.

We will...

This information can be found in the enclosed Planned Improvement Update. If you need any further information please contact us.

Location...

Glebe Green

You said...

You feel the estate could be better maintained and kept free from litter and rubbish.

We will...

We will publish a programme of dates when you can expect our grounds maintenance contractor, Sodexo, to visit your scheme. We will invite Sodexo to estate walkabouts and ensure that they rectify any problems identified.

Location...

Bungalows on Bentley Grove, Glebe Green

You said...

You feel that the parking is inadequate

We will...

We will consult with residents to try to find a solution. We will then obtain a competitive quote for the necessary works and submit it to your Regional Residents' Forum for approval.

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
St Chads Fields	Rear car park	2nd Wednesday of month – every 2 months	10.00am
Glebe Green & new bungalows	Shop parking area on Vauxhall Way	2nd Wednesday of month – every 2 months	11.30am
Lichfield Court & Gladstone Street	Parking area behind Gladstone Street houses	2nd Wednesday of month – every 2 months	2.00pm
The Old Library	Car park	2nd Wednesday of month – every 2 months	3.30pm

The first inspection will take place for all schemes on **Wednesday 13th April**

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.

GLEBE GREEN

Tidy garden and street competition
SUMMER 2011

GLEBE GREEN

Junior Wardens Events
THROUGHOUT THE YEAR

ALL SCHEMES

The Big Lunch
SUMMER 2011

GLEBE GREEN

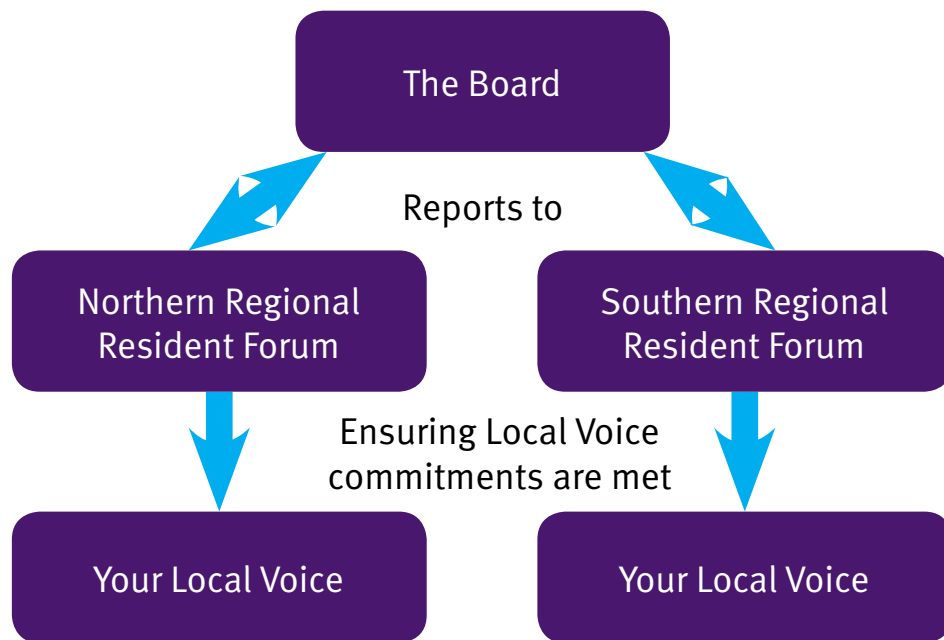
Glebe Green Community Garden Events
THROUGHOUT THE YEAR

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 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 mi? 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**.