

April 2011

HUNTINGDON, HUNTINGDONSHIRE, GRANTHAM, PETERBOROUGH  
AND NORTHAMPTON

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 Sherralyn Webb and I am your Community Housing Officer. I am based at Muir Group's Huntingdon 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 294 homes in the Huntingdon, St Neots, Peterborough, Farcet, Yaxley, Northampton, Grantham and Harlaxton areas. The homes I manage consist of houses, bungalows and flats and are all located in the Huntingdonshire, Peterborough, Northampton and South Kesteven 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. 104 people replied telling us about what really matters to you.

We held a “Consultation Station” in Walnut Tree Drive, Huntingdon for all the residents living in Rowan Close, Ermine Street, Walnut Tree Drive and Cherry Tree Close. This not only included Muir Group Housing residents but those from Housing 21 and Bedfordshire Pilgrims. Again we had a great response with many people turning up to give us their views.

We have also been holding resident led consultations at Elizabeth Court, Peterborough to discuss the future of the scheme.

We have looked at all the information we have 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...

Anti-social behaviour is causing concern on some of our schemes. The main problems are either noise related or issues involving vehicles.

### We will...

Muir Group Housing takes a serious stand against anti-social behaviour. We work closely with the police and other agencies to tackle any cases where necessary. We will continue to monitor all cases of anti-social behaviour closely, to identify individuals who are involved and take appropriate action to resolve the issues.

### You said...

Parking is a problem on some of our schemes, where either car parks are being used by non-residents or vehicles are being parked on inappropriate areas, causing problems with access and other issues.

### We will...

We will work with residents on the schemes involved, to find a solution to the parking issues.

### You said...

Rubbish, litter and dog fouling is making our schemes look untidy and an unpleasant place to live.

### We will...

We will aim to identify the perpetrators of fly tipping and dog fouling and take action where necessary, to prevent this. We will also liaise with our Ground Maintenance Contractors to keep litter under control.

## 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...

Shaw Road, Grantham

### You said...

People are driving on the communal grassed area in front of the scheme, making it look a mess and are concerned as this is an area where children play.

### We will...

Work with the Local Authority and Police to see what can be done to stop this happening.

### Location...

The Shrubbery, Huntingdon

### You said...

Residents are parking on the road and footpaths rather than in their parking spaces, which is causing access problems and a potential danger to children.

### We will...

We will identify those residents implicated and try to resolve this issue.

### Location...

Elizabeth Court, Peterborough

### You said...

Non residents are using the car park for inappropriate behaviour

### We will...

We will continue to work with the Police to stop these incidents.

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>The Shrubbery, The Vale &amp; The Glades</b>	Car park outside 26/28 The Shrubbery	Thurs 05/05/11	2.30 pm
		Tues 12/07/11	11.00 am
		Wed 19/10/11	2.30 pm
		Mon 16/01/12	11.00 am
<b>The Glebe, Offord Cluny</b>	Car park	Wed 11/05/11	3.00 pm
		Tues 08/11/11	12.00 noon
<b>Whitwell Court, Offord Cluny</b>	On request – please ring for an appointment	Wed 11/05/11	
		Tues 08/11/11	
<b>Graveley Road, Offord D’Arcy</b>	On request – please ring for an appointment	Wed 11/05/11	
		Tues 08/11/11	
<b>Ermine Street, Rowan Close, Walnut Tree Drive, Huntingdon</b>	Near 19 Rowan Close	Thurs 05/05/11	11.00 am
		Tues 12/07/11	2.30 pm
		Wed 19/10/11	11.00 am
		Mon 16/01/12	2.30 pm

Location	Meeting Place	Date	Time
<b>Meadow Court, Huntingdon</b>	Front of main entrance door to flats	Thurs 05/05/11 Tues 12/07/11 Wed 19/10/11 Mon 16/01/12	11:30 am 3.00 pm 11.30 am 3.00 pm
<b>St Lukes Close, Huntingdon</b>	Car park in front of nos 10-16	Wed 04/05/11 Tues 11/08/11 Wed 02/11/11 Tues 14/02/12	11.00 am 2.30 pm 11.00 am 2.30 pm
<b>Wallace Court &amp; Sapley Road, Huntingdon</b>	In front of 6 Wallace Court	Wed 11/05/11 Tues 09/08/11 Tues 08/11/11 Tues 14/02/12	2.00 pm 11.00 am 11.00 am 3.30 pm
<b>Tavistock Court, St Neots</b>	Car park	Wed 25/05/11 Tues 15/11/11	10.00 am 2.00 pm
<b>Willow Views, St Neots</b>	Car park	Wed 25/05/11 Tues 15/11/11	11.00 am 3.00 pm
<b>Eaton Socon, St Neots</b>	On request – please ring for an appointment	Wed 25/05/11 Tues 15/11/11	
<b>George Alcock Way, Farcet</b>	Car park near 4 George Alcock Way	Wed 20/07/11 Tues 24/01/12	2.30 pm 11.00 am
<b>Leeder Close, Farcet</b>	Car park behind 7 Leeder Close	Wed 20/07/11 Tues 24/01/12	3.00 pm 11.30 am
<b>Haddon Way, Farcet</b>	On request - please ring for an appointment	Wed 20/07/11 Tues 24/01/12	
<b>Thistle Close, Yaxley</b>	Outside front	Wed 20/07/11 Tues 24/01/12	12.00 Noon 2.00 pm
<b>Elizabeth Court, Peterborough</b>	Outside the Communal Lounge	Tues 19/07/11 Thurs 19/01/12 Also scheme inspections are carried out by the Scheme Manager on the 19th day of each month (or following Monday if this falls at a weekend)	All walkabouts are at 1:00 pm
<b>Auctioneers Court, Northampton</b>	Car park	Wed 01/06/11 Tues 27/09/11	11.00 am 3.00 pm
<b>Shaw Road &amp; Sycamore Court, Grantham</b>	Shaw Road	Thurs 26/05/11 Tues 13/09/11 Mon 28/11/11 Thurs 01/03/12	10.00 am 2.00 pm 10.00 am 2.00 pm
<b>Wilks Road, Garnet Mews &amp; Porter Square</b>	In car park in between Porter Square & Nos 88-94 Wilks Road	Thurs 26/05/11 Tues 13/09/11 Mon 28/11/11 Thurs 01/03/12	11.00 am 2.45 pm 11.00 am 2.45 pm

Location	Meeting Place	Date	Time
<b>The Waterfront, Grantham</b>	Welham Street	Thurs 26/05/11	12.00 noon
		Tues 13/09/11	3.30 pm
		Mon 28/11/11	12.00 noon
		Thurs 01/03/12	3.30 pm
<b>The Strood, Harlaxton</b>	Central car park	Thurs 26/05/11	2.00 pm
		Tues 13/09/11	11.30 am
		Mon 28/11/11	2.00 pm
		Thurs 01/03/12	11.30 am

## 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.

#### **SHAW ROAD, GRANTHAM**

Consultation Station

**TO BE ANNOUNCED**

#### **THE SHRUBBERY, HUNTINGDON**

Consultation Station

**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 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, Jan Kaneen on [0300 123 1222](tel:03001231222).**

## Do you need help to read this?



Please contact us: tel: 0300 123 1222 or  
textphone(minicom): 0300 123 3005



### Arabic

هل نحتاج 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](tel:03001231222).