

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 Sue Hoolahan and I am your Community Housing Officer. I am based at Muir Group's Helsby 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, 231 homes in the Blacon and Northgate areas of Chester. The homes I manage consist of a mix of one-bed flats, two-bed bungalows and family houses and are all located in the Local Authority area of Chester West and Chester.

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. 17 people replied telling us about what really matters to you.

We held events called “Consultation Stations” in the following locations: Byron Close and the Muir bungalows. We had a great response with people turning up to give us their views.

We also looked at our customer profile information and all the information we had gathered in the previous year from our resident satisfaction survey, estate walkabouts, and complaints.

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 said having a clean, safe, tidy and well maintained environment is important to you.

We will...

We visit schemes regularly including inviting you to join us on our published scheme walkabouts. During these visits we will look for damage, fly tipping, security problems, graffiti and vandalism.

Where problems have been identified we will repair and make improvements to ensure our housing schemes are well maintained, clean and safe places to live. In 2011-2012 we will review how we deliver communal cleaning and window cleaning services.

You said...

You are dissatisfied with the quality, of the grounds maintenance, the frequency of visits and the dumping of cuttings.

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.

You said...

You have said issues of community safety, responsible neighbours, well behaved children, security, lighting and fencing are important to you.

We will...

We will look for problems of this kind when carrying out our inspections and listen and respond to concerns raised to us by residents. When problems with lighting and fencing have been identified as a security concern we will look to make improvements. We will work with new and existing residents to ensure all are aware of their responsibilities and when breaches of tenancy occur that compromise the well being of others and the community we will work with them to address behaviour and when necessary enforce the tenancy agreement.

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...

Owen Close

You said...

One of the verges is parked on, water logged and muddy.

We will...

This particular verge is adopted by Cheshire West and Chester. We will approach them about resurfacing works.

Location...

Housman Close

You said...

You said the shrub beds are neglected and in need of replanting.

We will...

We consider quotes for replanting and work with Cheshire West and Chester and make them aware of areas of hedging and paths that are their responsibility to maintain.

Location...

Muir Bungalows – Muir Rd, Rawson Rd, Silvermuir, Birchmuir, Beechmuir

You said...

You have told us some of you are struggling to maintain the grass verges in front of your homes.

We will...

We will carry out an audit and for those who can no longer maintain these areas we will implement a support plan.

Location...

Augusta, Clare & Caroline House

You said...

You have told us that the cleaning of the communal hallways is becoming to difficult for you to maintain.

We will...

We will obtain quotations for providing this service and consult residents about the available options.

Location...

Heron Place

You said...

You are concerned with security and people cutting through onto Victoria Road

We will...

We will work with the Community Safety Officer to look at what security improvements can be made.

Location...

Blacon Schemes

You said...

You said that to improve accessibility you would like an office in Blacon

We will...

We have piloted a surgery at the Blacon Housing Office on the Parade and will continue with this arrangement.

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 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 |
|--|--------------------------------|---|-------------|
| Elliot House | Car park | 9th June 2011 8th Sept 2011 8th Dec 2011 8th March 2012 | 9.30am |
| Housman Close | Car park | 9th June 2011 8th Sept 2011 8th Dec 2011 8th March 2012 | 10.00am |
| Stearns Close | Parking area | 9th June 2011 8th Sept 2011 8th Dec 2011 8th March 2012 | 10.30am |
| Thomas House | Parking area | 9th June 2011 8th Sept 2011 8th Dec 2011 8th March 2012 | 11.00am |
| Dryden/Spenser/ Donne | By the bin stall | 9th June 2011 8th Sept 2011 8th Dec 2011 8th March 2012 | 11.30am |
| Byron Close Flats | Car park | 9th June 2011 8th Sept 2011 8th Dec 2011 8th March 2012 | 12.00 noon |
| Byron Close Houses | On the Street | 9th June 2011 8th Sept 2011 8th Dec 2011 8th March 2012 | 1.00pm |
| Owen Close | Car park | 9th June 2011 8th Sept 2011 8th Dec 2011 8th March 2012 | 9.15am |
| Ashmuir, Silvermuir, Birchmuir, Elmuir, Muir Road, Rawson Road, Beechmuir | At the garages of Muir Road | 10th June 2011 9th Sept 2011 9th Dec 2011 9th March 2011 | 10.30am |
| Osprey Court | On the communal car park | 10th June 2011 9th Sept 2011 9th Dec 2011 9th March 2011 | 11.00am |
| Heron Place | Car park | 10th June 2011 9th Sept 2011 9th Dec 2011 9th March 2011 | 11.00am |

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.

Housman Close

Planting of shrubs in the shrub beds in front of 18 -29 Housman Close with a picnic lunch during Easter holidays

April 2011

All areas

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

April 2011

Owen Close, Muir bungalows and Byron Close flats

Arrange a Christmas party for those residents wishing to get together with neighbours for a social event

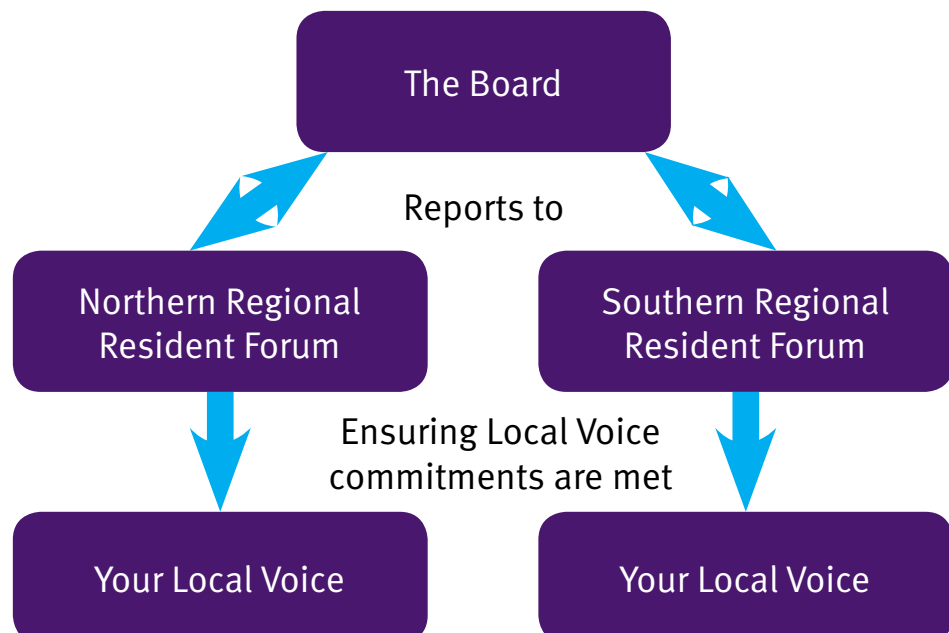
December 2011

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 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**.