

April 2011

WORCESTER, HEREFORD, READING & CALDICOTT

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 Sue Harris and I am your Community Housing Officer. I am home based 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, 161 homes and 132 garages in the Hereford, Worcester, Caldicot, Reading and Wokingham areas. The homes I manage consist of a mix of houses, maisonettes and flats and are all located in the Herefordshire, Worcestershire, Monmouthshire, Reading and Wokingham 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 a fairly good response with 15% of people replied telling us about what really matters to you.

We held events called “Consultation Stations” in the following location Whitley Street, Reading. Unfortunately we did not have a great response only 3 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...

Grounds Maintenance was in need of improving

### We will...

Continue to work closely with our new contractors, Hi Spec, to ensure all work is carried out in line with agreed specification. We will also advertise, on our website when they are due to visit your scheme. This does not relate to Caldicot or Hereford where the grounds maintenance is undertaken by a member of Muir staff.

### You said...

Anti social behaviour – including drink, drugs and unacceptable behaviour.

### We will...

We currently have regular meetings with the police in Monmouthshire and we will endeavour to build on this relationship with the police in our other local areas. Muir Group has relatively minor anti social behaviour problems in relation to other landlords. However, we do take all reports of anti social behaviour seriously and will work with all necessary partners to resolve issues.

### You said...

Children and youths – in some areas there are issues with children playing where they should not be and groups of youths who appear to be hanging around the area.

### We will...

Children and youths of today appear to have different requirements. We currently work with a local youth group in Hereford to try to help with ‘entertainment’ in the summer holidays and we have been successful for funding a bid through Friends of Muir for an under 11’s rugby club in Caldicot. We will continue to work with local authorities and the police, where necessary, to try to ensure that children and youths do not cause anti social behaviour.

## 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...

Whitley Street, Reading

### You said...

Rubbish is an issue on the estate

### We will...

Look at the possibility of purchasing further wheelie bins

### Location...

Caldicot, Monmouthshire

### You said...

Parking was an issues in the evenings

### We will...

Try to ensure all garages are used for the parking of cars only. To see if the car parking arrangements can be improved in any way – painting of lines, etc

### Location...

Hereford

### You said...

Parking and car repairs were a problem

### We will...

Take any necessary action against people carrying out excessive car repairs on land belonging to Muir Group. To ensure garages are used for parking vehicles and not storage of goods

### Location...

Worcester

### You said...

There were issues with TV aerials

### We will...

To continue to work with our contractors to ensure that the digital switch over is successful.

### Location...

Worcester

### You said...

Pathways and tree roots are a problem

### We will...

To continue to work with our asset management team and contractors to ensure all necessary work is carried out to a satisfactory conclusion.

### Location...

Worcester

### You said...

Communal seating areas need looking at

### We will...

To obtain a quotation for some seating to be erected on communal areas to encourage residents to use the area and to meet each other

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 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>St George's Walk, Barbourne, Worcester</b>	Car park to the rear of the flats	13th June 2011 15th Sept 2011 7th Dec 2011 2nd March 2012	11am – 12 noon 10am – 11am 12noon – 1pm 2.30pm – 3.30pm
<b>Muir Close, Hereford</b>	Car park at the side of garage 1 Muir Close, Hereford	16th June 2011 19th Sept 2011 8th Dec 2011 14th March 2012	2pm – 3pm 1pm – 2pm 10am – 11am 11am – 12 noon
<b>Cas Troggy &amp; Sandy Lane, Caldicot</b>	Car park at the side of garage 1 Sandy Lane	16th June 2011 19th Sept 2011 8th Dec 2011 14th March 2012	11am – 12 noon 11am – 12 noon 12.30 – 1.30pm 2.00pm – 3.00pm
<b>Westerham Walk, Reading</b>	Jack Price Court car parking area	8th June 2011 8th Sept 2011 2nd Dec 2011 5th March 2012	11am – 12 noon 10am – 11 noon 12.30 – 1.30pm 11.30 – 12.30pm
<b>Spring Terrace, Reading</b>	Jack Price Court car parking area	8th June 2011 8th Sept 2011 2nd Dec 2011 5th March 2012	11am – 12 noon 10am – 11 noon 12.30 – 1.30pm 11.30 – 12.30pm
<b>Taynton Walk, Reading</b>	Jack Price Court car parking area	8th June 2011 8th Sept 2011 2nd Dec 2011 5th March 2012	11am – 12 noon 10am – 11am 12.30 – 1.30pm 11.30 – 12.30pm
<b>Jack Price Court, Reading</b>	Jack Price Court car parking area	8th June 2011 8th Sept 2011 2nd Dec 2011 5th March 2012	11am – 12 noon 10am – 11am 12.30 – 1.30pm 11.30 – 12.30pm
<b>Lower Earley, Reading</b>	Individual visits – please contact me for an appointment	2nd Dec 2011	11am – 12 noon

## 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.

#### WORCESTER

Unity in the Community

2ND JULY 2011

**READING**

Diamond Jubilee Celebration

**TO BE ADVISED**

**WORCESTER**

Diamond Jubilee Celebration

**TO BE ADVISED**

**HEREFORD**

Youth fun days

**TO BE ADVISED - SCHOOL SUMMER HOLIDAYS**

### 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 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 connosco

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**.