

April 2011

LEASEHOLDERS EDITION

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 Suzanne Murphy and I am your Leasehold Services 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 all Shared Ownership homes across the country. We think that regardless of where you live there are issues that shared owners have in common and we have tried to include these issues here. Some of the homes that I manage are on mixed tenure estates and in these areas I work closely with the Community Housing Officer. You may want to obtain a copy of the Local Voice for our rented homes also, simply contact us to do so. In total I manage 381 shared ownership homes and 51 rent to homebuy properties.

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?

In 2009 Muir Group undertook a Home Owners STATUS survey. This is a national survey using a recognised set of questions that is carried out every five years. 86% of you completed this survey and we have used the results to help draw up the priorities below. Thank you to everyone who took the time to complete and return this survey.

As a result of this survey we will

- Identify any strengths or weaknesses and decide whether we should take action to improve or expand our services.
- Work hard to maintain, and where necessary, improve levels of satisfaction.

Your top priorities:

We have identified the top priorities from the issues raised by shared ownership residents.

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 you have difficulties contacting the right person at Muir Group to deal with your enquiries.

We will...

We have produced a contact sheet that contains useful telephone numbers for people you may want to contact. Get in touch if you would like a copy of the contact sheet for where you live.

We will train our staff to ensure that queries from shared owners are dealt with quickly and efficiently.

You said...

That the information provided to you when you bought your home could be improved

We will...

We will provide you with details of useful contacts and where there is a managing agent we will give you information about the services they deliver and how to get in touch with them.

You said...

That you were unsure of what the service charge covers

We will...

We will provide you with a clear explanation of the service charges you pay and what they contribute towards.

We will carry out a thorough review of the way Muir Group deals with Service Charges and keep you informed and involved in this process.

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	Date	Time
Willow Way Sutton In Craven	11 May	10.30am
Ensign Court Blackpool	19 April 18 October	11:30am
Wesham	19 April/19 July/ 18 Oct & 17 Jan 2012	10.30am
Dinmore Avenue Blackpool	19 July	11:30am
Helsby	14 September	9.30am
Maddocks Close Farnon	8 June 2 November	9.00am
Witney Lane Malpas	8 June 2 November	9.30am
Clutton	8 June 2 November	10.30am
Duddon	8 June 2 November	11.00am
Broomheath Lane Tarvin	8 June 2 November	11.30am
Old Stackyard Great Barrow	8 June 2 November	12 noon
Kingsmead Northwich	14 September	10.30am
Arbour Close Northwich	14 September	11:15am
Brocklebank Drive Northwich	14 September	11:30am
The Pippins Northwich	14 September	11:45am
Kendrick Close Weaverham	14 September	12 noon
Ford Lane Crewe	15 June	10.00am
Tyne Close Warrington	22 June	9.30am
Perth/Dundee & Coldstream Close, Cinnamon Brow	22 June	10.00am
Southwold Crescent Great Sankey	6 April/6July/5th Oct & 1st Feb	2.00pm
Chesterton Court Chester	6 April/6July/5th Oct & 1st Feb	10.00am
Shot Tower Close Chester	8 June	2.00pm
Ethos Court Chester	8 June 5 October	2.30pm 10.30am
Saddlery Way Chester	8 June 5 October	3.00pm 11.00am

Location	Date	Time
Snowberry Way Whitby	4 May 7 September	10.00am
Meadowbank Drive Little Sutton	4 May 7 September	10.30am
Atlas Way/Blackstairs Rd/Moelwyn Dr & Matterhorn Road	4 May 7 September	11.00am
Canal Village	4 May 7 September	11.30am
Glebe Green Winsford	9th August	9.00am
Pendinas & Eglwys Teg, Wrexham	6 April/6 July/5 Oct & 1 Feb	9.00am
Gorstella Doddleston	4 May 7 September	2.30pm
Aspen Court Ewloe	4 May 7 September	3.30pm
Allington	12 July 2011	12 noon
Garnet Mews Grantham	12 July 2011	12.30pm
Strood Close Harlaxton	12 July 2011	1.00pm
Skillington	12 July 2011	2.00pm
Northerns Close North Witham	12 July 2011	2.30pm
Johnson Court Melton Mowbray	18 May/17 August 9 November & 8 February 2012	11.00am
Albert Road Stamford	13 July 2011	10.00am
Zara Court Stamford	13 July 2011	10.30am
Cheshire Close Stamford	13 July 2011	10.45am
Tydd St Mary	13 July 2011	12:30pm
Bronze St March	13 July 2011	1:30pm
The Croft Christchurch	13 July 2011	2:30pm
Barley Way Upwood	13 July 2011	3:30pm
Roman Way Godmanchester	14 July 2011	10:00am
The Shrubbery & The Glades	14 July 2011	10:30am
Headlands Fenstanton	14 July 2011	11:30am
The Glebe Offord Cluny	14 July 2011	12:30pm

Get Involved.

Why get involved with Muir Group?

Your opinions really count. If you want to have a say in how services are delivered to leaseholders or if you want to help to improve your community – Get Involved – there are lots of benefits from doing so.

Work with me as a Scheme Champion

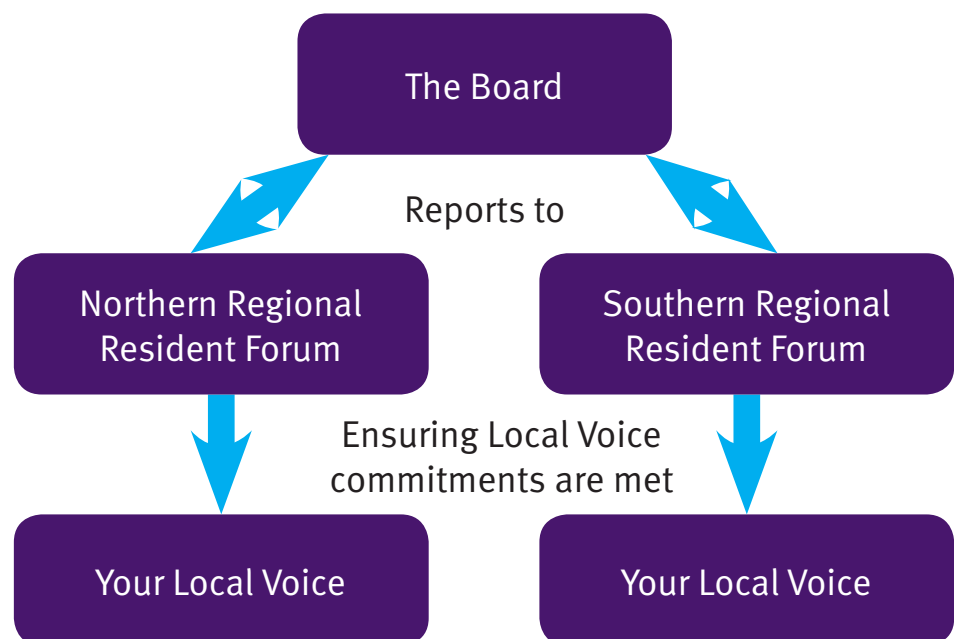
Scheme champions tell us what is happening in the area they live, from a residents point of view. This may involve accompanying me on an estate walkabout or simply giving feedback on the performance of our contractors

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 Officers, Beverley Price or Janet 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 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**.