

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 Trudie Budnik 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 - 312 homes in the Godmanchester, St Ives, Fenstanton, Upwood, Sutton Bridge, Wisbech, Wimblington and Chatteris areas. The homes I manage consist of one and two bedroom flats, and two to six bedroom houses and are all located in the Huntingdon, Fenland and South Holland 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 the replies telling us about what really matters to the people in your area.

We held an event called “Consultation Station” in Godmanchester whilst we were planting spring bulbs, as well as people turning up to help with the planting people also gave us their views on the local area.

We also looked at all the information we had gathered in the previous year from estate walkabouts, complaints and customer feedback in surveys and tenancy audits.

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 dislike the amount of fly-tipping and rubbish dumping, also dog fouling

We will...

Remove it as soon as possible however, this is expensive, so we will also work with residents and councils and police to identify and re-charge, and possibly fine the offenders

You said...

Parking is a huge problem in some areas

We will...

Work with residents to identify need, and involve the Local Authority planning departments and police to provide more parking where we are able to

You said...

Anti-Social Behaviour and Benefit Fraud

We will...

Use diaries kept by residents to identify the perpetrators and work with the police and Local Authority ASB and Benefit Fraud teams to take appropriate action, which may include taking action against residents tenancy, criminal case by the police and Fraud team.

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...

Godmanchester

You said...

Trees are becoming too big and touching some properties, growing through telephone lines and blocking street lights

Non-occupation and sub-letting of properties

We will...

A survey has been carried out and a 3 year plan to prune is underway

We have successfully repossessed several properties and they have been re-let and action has been taken against the perpetrators.

Continue to work with residents and the Council fraud team to ensure that where we identify subletting/abandonment the homes are brought back into property use and action is taken against perpetrators

Location...

Sutton Bridge

You said...

Shrubs and grass have died and spoil the outlook

We will...

Identify the problem and try to re-establish some growth if possible or redesign

Location...

Upwood

You said...

Speeding vehicles, inconsiderate parking and lack of gritting make the roads treacherous

We will...

Work with residents, BPHA and the Parish Council to identify the hazards and remedies.

Location...

Fenstanton

You said...

Inconsiderate parking by non-residents

We will...

Work with the police to encourage people to park elsewhere, where they do not impact on the safety of residents.

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
Godmanchester	In front of McCartney House	10th May 2011 5th July 2011 27th Sept 2011 14th February 2012	11.00am 2.00pm 11.00am 11.00am
Fenstanton	End of cul-de-sac at Pitfield Close then end of cul-de-sac at Headlands	26th May 2011 2nd August 2011 20th October 2011	10.00am 10.00am 10.00am
Upwood	Visitor parking bay at Barley Way	26th May 2011 2nd August 2011 20th October 2011	10.00am 3.00pm 2.00pm
Wisbech	Potter Court	7th June 2011 22nd Sept 2011 12th April 2012	2.00pm 2.00pm 2.00pm
St Ives	Leger Close	26th May 2011 2nd August 2011 20th October 2011	11.30am 11.30am 11.30am
Tydd St Mary	Thorpe Close car park	7th June 2011 22nd Sept 2011 12th April 2012	10.30am 10.30am 10.30am
Sutton Bridge	Kenzie Drive car park	7th June 2011 22nd Sept 2011 12th April 2012	11.30am 11.30am 11.30am
Chatteris	Tribune Close	7th June 2011 22nd Sept 2011 12th April 2012	9.30am 9.30am 9.30am
Wimblington	Car park	7th June 2011 22nd Sept 2011 12th April 2012	9.00am 9.00am 9.00am

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.

GODMANCHESTER

Godmanchester Residents Group meetings

WILL BE SENT TO RESIDENTS

Godmanchester in Bloom Fun Day

7TH MAY 2011

UPWOOD

Barley Farm Action Group residents meetings

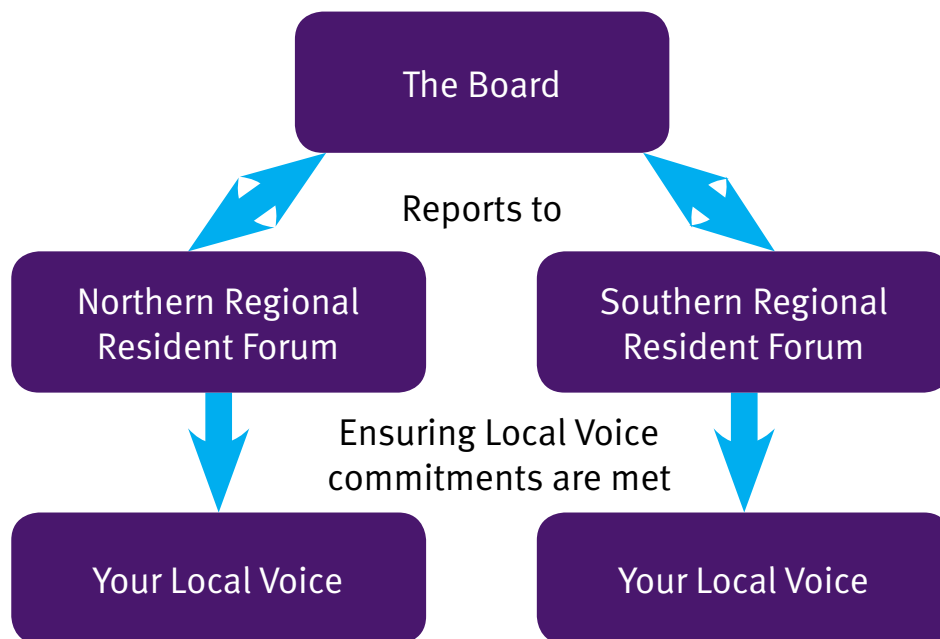
WILL BE SENT TO RESIDENTS

LEGER CLOSE, ST IVES

Leger Close Residents Group meetings

WILL BE SENT TO RESIDENTS

Regional Resident Forums



For more information about getting involved with us, contact your Community Engagement Officer, Jan Kaneen 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**.

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 above diagram shows the relationships between the Local Voices, our Resident Forums, and the Board.