



Ellesmere Port, Frodsham & Rural Cheshire

Autumn 2008



Hello, my name is Annie Bellinger, and I'm the Community Housing Officer for your scheme, and have worked for the Association since 2000. I'm based at Helsby and usually work from Monday to Wednesday.

I have met many of you, but would welcome the opportunity to meet those of you that I haven't so far. If you have an issue that you would like to discuss, or require a home visit, please contact me (details below).

I hope that you'll find this local newsletter useful.

I can be contacted on 01928 728013 (with Voicemail); mobile 07717 300037, text messages welcome; and email on annie.bellinger@muir.org.uk

This Local Voice newsletter is designed to tackle various issues within the areas that you live and to advise residents of any issues on a more local and personal basis than our main Voice magazine.

New Councils

On 1 April 2009, you will all be having a new council, replacing our Borough or City Councils, and Cheshire County Council. The new Council, Cheshire West and Chester will be one "tier", or "unitary" - just one council dealing with all the services that the two councils deal with now. The idea is to simplify things.

So Chester City, Ellesmere Port and Neston and Vale Royal Council, and the County Council, will all cease to exist. Cheshire West and Chester will deal with your Housing Benefit, your Council Tax, your waste disposal and collection, your children's school - to mention a few of the many services. You will no doubt hear from the new Council in due course.

If you have a Parish Council or Town Council, they will not be affected by the changes.



MRS DOT DORAN OF ASHTON COURT IN FRODSHAM, WHO MAKES A WONDERFUL DISPLAY ALL YEAR ROUND WITH HER FLOWERS AND PLANTS.

Getting Involved

You can influence the way that Muir Group operates and how we deliver our services to you. Maybe you have an idea or can use your personal experiences to help us to improve.

It really doesn't matter how much time you have available or what your experiences are, as we believe that everyone can make a valuable contribution just by getting a little more involved, and we have a wide range of ways to suit your time and commitment.

Some of these are, becoming a board member; attending our Task and Finish Groups; or becoming a member of our Think Tank.

Ask for a copy of our resident involvement fact sheet which tells you all about them.

You can also have an impact in your own local community by getting more involved with local issues or projects. Perhaps you have a great idea for a new project, want to start up a residents group or get the community together to solve a local problem. We can help to get you going, and support you as and when you need it.

For more information please contact your local Community Housing Officer or alternatively, you can speak to your local Community Engagement Officer. Beverley Price for the North & Northwest regions on 01925 790624/07717 300036 email: beverley.price@muir.org.uk; or Jan Kaneen for the Southern region on 01480 492988/07717 300061 email jan.kaneen@muir.org.uk.



MUIR FORMED A PARTNERSHIP WITH O.P. BUILDING & MAINTENANCE IN FEBRUARY 2008, TO IMPROVE SERVICES AND BENEFIT CUSTOMERS, ENSURING VALUE FOR MONEY.

Appointments for Repairs

As part of our new partnership with our Responsive Maintenance Contractors, we have introduced an appointments system for non-emergency repairs to the inside of your home from the 16th September 2008.

When you report a repair to our Customer Service Team they will offer you an appointment, where applicable.

You can choose a morning, midday or afternoon slot for a specific day for the contractor to attend to complete your repair. Where it is not possible for you to be at home during normal working hours we will be able to offer a limited number of appointments for a Thursday evening or Saturday morning.

You can report a repair by calling the Customer Services Team on 01928 728000.

Patch Plans

We are publishing Patch Plans for the start of the next financial year (April 2009). There will be a Patch Plan for each Community Housing Officer and they will cover all of the neighbourhoods managed by that Community Housing Officer.

Your Patch Plan will provide you with information on programmed works which are planned for the coming year, so you will be able to see if and when you will be getting any improvements such as kitchens and bathrooms or painting to communal and/or external areas. It will also tell you when we are coming to inspect your estate, so that you have the opportunity to come along on the inspection.

The Plan will also tell you other information about the patch, such as feedback from the estate inspections; improvements to estates; activities being arranged; opportunities for resident involvement and general news affecting you.

Fly tipping

Please ensure that you do not dump rubbish in your neighbourhood. We increasingly have to collect and dispose of articles which have been dumped such as sofas, TVs, car parts, etc. Not only can these items be unsightly, but they can also be dangerous. It costs us, and ultimately you, to have such items removed and disposed of.

Fly tipping is illegal and can lead to the local authority taking court action against those responsible. Such action could result in a fine of up to £50,000 at Magistrates Court, or an unlimited fine at Crown Court, and/or a prison sentence of up to 5 years.

If we identify any residents as being responsible for fly tipping, we will recharge them for any costs that we incur. We can also take action for breach of tenancy.

Special or Bulky Item collections

Your council offers a service collecting larger items that cannot be collected by the regular bin lorry. Each council has a slightly different service, and you will need to check the details. Some make a charge.

Ellesmere Port and Neston Borough Council – Large Waste Collection – 0151 356 6740. Arrange a collection day. £22.

Vale Royal Borough Council – Bulky Items – 0800 435199. £10; or £5 for pensioners or those in receipt of Council Tax Benefit. Phone to arrange access.

Chester City Council – Special and Bulky Items. 01244 402477. One free per year. Phone to arrange a collection point.

Knock Knock, Who's There?

In 2009 we will be starting a programme of tenancy audits. A tenancy audit is a visit to you at home which allows you to talk to us about any issues that you have, as well as giving us the chance to make sure that our properties are being looked after and that all the tenancy conditions are being maintained.

If a member of our staff, or one of our contractors, does visit you at home, they will show you their identification card (ID).

You should always check the ID of anybody who calls on you at home and if you are unsure who they are and why they are visiting you, you should not let them in unless you are satisfied that it is safe to do so.

Noise Nuisance

If you are suffering from anti-social behaviour caused by noise nuisance, it is essential that you contact the Environmental Health Department at your local Council, as well as contacting us at Muir. You will be asked to complete diary sheets in order to supply evidence of the problems.

FOMG, Who & What

Friends of Muir Group (FOMG) is a registered charity formed by Muir Group Housing Association in 2002. Its main purpose is to reflect Muir Group's commitment to investing in our communities.

Friends of Muir Group supports community projects and initiatives that benefit the communities in which Muir Group residents live. Friends of Muir has already made a positive difference to schemes, communities and neighbourhoods across our regions by providing funding to get projects off the ground and to keep them going.

Amongst the brilliant community projects that FoMG has given grants to this year are:

A gardening group for people with learning difficulties; National In Bloom Project; Community Adult Learning Days and Friendship Groups; Community Safety Days; Social Outings throughout the regions; school projects; play schemes; anti-bullying campaigns; community recycling.

Friends of Muir Group Board meets four times a year to make decisions on shaping the future of the charity and to approve grant applications. The next meeting is on the 9th December, all bids to reach Beverley Price by 26th November 2008. For further info or assistance call 01925 790624 or 07717 300036 email beverley.price@muir.org.uk.



Scheme Walkabouts

SCHEME	MEETING PLACE	DATE	TIME	HOUSING OFFICER
Woodward Walk - Tarvin	Car park	4th Nov 2008	10.30am	Annie Bellinger
Brereton Close - Tarvin	Outside communal door	4th Nov 2008	11am	Annie Bellinger
Fieldside - Duddon	Car park by flats	4th Nov 2008	11.30am	Annie Bellinger
Crosskeys - Duddon	In the Close	4th Nov 2008	12 noon	Annie Bellinger
Kings Mews - Little Sutton	Car park	11th Nov 2008	10am	Annie Bellinger
Rivacre Village - Ellesmere Port	a. Moelwyn Drive - car park b. Naylor Rd - front of No 33	11th Nov 2008	a. 10.30am b. 10.45am	Annie Bellinger
Meadowbank - Little Sutton	Outside communal door	11th Nov 2008	11.30am	Annie Bellinger
Somerville Crescent & Harrow Road - Ellesmere Port	a. Corner Jubilee Green & Somerville Road b. Harrow Road	11 Nov 2008	a. 12 noon b. 12.20pm	Annie Bellinger
Ashton Court - Frodsham	Car park	2nd Dec 2008	10.30am	Annie Bellinger
The Old Stackyard - Great Barrow	Car park	9th Dec 2008	10am	Annie Bellinger
Hawkins View - Great Barrow	Car park	9th Dec 2008	10.30am	Annie Bellinger
Beechfield - Great Barrow	Front of scheme	9th Dec 2008	11am	Annie Bellinger
Maddocks Close - Farndon	Front of apartments	20th Jan 2009	10.30am	Annie Bellinger
Township Close - Clutton	Courtyard	20th Jan 2009	11am	Annie Bellinger
Burganey Court - Pulford	Outside No 1 Ivy Court	20 Jan 2009	11.45am	Annie Bellinger
School Lane - Mickle Trafford	Car park	3rd Feb 2009	10.30am	Annie Bellinger

Please note that if your scheme is not included in this edition of the Voice it will be advertised in the next edition. Alternatively, contact your CHO to arrange a home visit, residents meeting or a scheme walkabout. If an exact time is not listed against your scheme, please contact your Community Housing Officer for information on 01928 728000.

The purpose of this inspection is to look at the external condition of the properties, the footpaths and car parks and the general environment of the whole area. Please feel free to join me on this walkabout. If you would like to join me, or would like to bring a matter to my attention, please contact me. Please note that this visit will be regarding scheme level items only, not individual repairs to your property. Please telephone the Customer Services Team on 01928 728000 if you have a repair to report.



Do you need help to read this? Please contact us

Tel: 01928 728000 or Textphone: 01928 728066



<p>Portuguese Informações de feedback</p> <p>Necessita de ajuda para ler isto? Entre em contacto connosco</p>	<p>Arabic معلومات التغذية المرتجة</p> <p>هل تحتاج إلى مساعدة لقراءة هذا؟ يرجى منك الاتصال بنا</p>
<p>Punjabi ਪ੍ਰਤੀ-ਉੱਤਰ ਦੇਣ ਬਾਰੇ ਜਾਣਕਾਰੀ</p> <p>ਕੀ ਇਹਨੂੰ ਸਮਝਣ ਲਈ ਤੁਹਾਨੂੰ ਮਦਦ ਦੀ ਲੋੜ ਹੈ? ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ।</p>	<p>Bengali মূল্যায়ন সংক্রান্ত তথ্য</p> <p>ইহা পড়তে আপনার কি সাহায্যের দরকার? দয়া করে আমাদের সাথে যোগাযোগ করুন</p>
<p>Somali Macluumaadka Talasiinta</p> <p>Ma u baahan tahay in lagaa kaalmeeyo akhrinta feylkan? Fadlan nala soo xiriiir.</p>	<p>Chinese 回饋意見</p> <p>閱讀本文時，您是否需要協助？請與我們聯繫</p>
<p>Urdu تہصرے سے متعلق معلومات</p> <p>اس کو پڑھنے میں کیا آپ کو مدد کی ضرورت ہے؟ ہمارے مہربانی ہم سے رابطہ کریں۔</p>	<p>Gujarati પ્રતિભાવ અંગેની માહિતી</p> <p>શું તમને આ વાંચવામાં મદદની જરૂર છે? કૃપા કરી અમારો સંપર્ક સાથે</p>
<p>Welsh Gwybodaeth atborth</p> <p>Os arnoch chi angen cymorth i ddarllen hyn? Cysylltwch â ni</p>	<p>Polish Informacja zwrotna</p> <p>Potrzebujesz pomocy, aby to przeczytać? Skontaktuj się z nami.</p>