



*Huntingdon, South Kesteven,  
Peterborough & Lincolnshire*

*Autumn 2008*



**Hello**, for those of you who don't know me, **my name is Charlotte Gout**, and I am the Community Housing Officer for your area. I have recently returned from maternity leave and will be working Wednesdays, Thursdays and Fridays as a job share with Janet Freeden.

**Hello, I am Janet Freeden** and I have recently joined the Huntingdon Office as your Community Housing Officer for your area. I will be working with Charlotte Gout as a job share and will be available Mondays and Tuesdays.

## Resident Involvement

The residents at Elizabeth Court in Peterborough have got together and formed a Residents Group. They have named themselves 'Muir Friendship Group'. They have a Chair, Secretary and a treasurer and they hold regular meetings.

The Muir Friendship Group is deciding how to best spend some money that was donated to Elizabeth Court; and it is likely to be spent on some new garden furniture.

Recently the scheme has been targeted and had several distracted burglaries'. Following on from this the Muir Friendship Group has secured £150 from Friends of Muir Group to hold a Community Safety Day.

If you would like to look into forming a Resident Group for your area then please contact either Charlotte or Janet on 01480 443647 for more information.

# 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](mailto:beverley.price@muir.org.uk); or Jan Kaneen for the Southern region on 01480 492988/07717 300061 email [jan.kaneen@muir.org.uk](mailto:jan.kaneen@muir.org.uk).



MUIR FORMED A PARTNERSHIP WITH LUMINUS 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.

## 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.



ALL MUIR STAFF WEAR PHOTO ID BADGES

## 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 into 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](mailto:beverley.price@muir.org.uk).



# Scheme Walkabouts

SCHEME	MEETING PLACE	DATE	TIME	HOUSING OFFICER
Elizabeth Court - <b>Peterborough</b>	Car Park	7th Oct 2008	11am	Janet Freeden
Flaxen Walk, Humberdale Way - <b>Warboys</b>	Middle Car Park	8th Oct 2008	11am	Charlotte Gout
Potter Court - <b>Wisbech</b>	Car Park	21st Oct 2008	11am	Janet Freeden
Stafford Road, Sycamore Road - <b>Whittlesey</b>	Entrance to Stafford Rd	12th Nov 2008	11am	Charlotte Gout
East Grove, West Grove, Bourne Road Estate - <b>Colsterworth</b>	Junction of Bourne Rd Estate and East Grove	4th Nov 2008	11am	Janet Freeden
Newton Court - <b>Colsterworth</b>	Newton Court	4th Nov 2008	11.45am	Janet Freeden
Ermine Street, Rowan Close, Walnut Tree Drive - <b>Huntingdon</b>	Junction of Ermine Street and Rowan Close	5th Nov 2008	11am	Charlotte Gout
Sapley Road, Wallace Court - <b>Huntingdon</b>	Wallace Court	18th Nov 2008	11am	Janet Freeden
St Luke's Close - <b>Huntingdon</b>	St Luke's Close Entrance	19th Nov 2008	11am	
Blackthorne Way - <b>Bourne</b>	Blackthorn Way Entrance	2nd Dec 2008	11am	Janet Freeden
Andrew Rd, William Crt, Zara Crt, Anne Rd, Charles Rd Eleanor Cl, Elizabeth Rd	Charles Road	3rd Dec 2008	11am	Charlotte Gout
Ravel Close, Elgar Way	Ravel Close	3rd Dec 2008	11.45am	Charlotte Gout
Albert Road - <b>Stamford</b>	Albert Road	3rd Dec 2008	12.30pm	Charlotte Gout
Water Lane - <b>South Witham</b>	21/23 Water Lane	6th Jan 2009	11am	Janet Freeden
Kenzie Drive - <b>Sutton Bridge</b>	Kenzie Drive	7th Jan 2009	11am	Charlotte Gout
Croake Hill, Creeton Road - <b>Swinstead</b>	Croake Hill	20th Jan 2009	11am	Janet Freeden
Thorpe Close, Kiln Drive - <b>Tydd St Mary</b>	Thorpe Close	21st Jan 2009	11am	Charlotte Gout
The Waterfront - <b>Grantham</b>	Front of Waterfront flats	4th Feb 2009	11am	Charlotte Gout
Nursery End - <b>Allington</b>	Inside Nursery End	18th Feb 2009	11am	Charlotte Gout
Northern's Close - <b>North Witham</b>	Northern's Close	4th Mar 2009	11am	Charlotte Gout
Tribune Close, Cricketeer's Way - <b>Chatteris</b>	Junction between roads	8th Jan 2009	11am	Trudie Budnik
Greenwood Way - <b>Wimblington</b>	Greenwood Way	22th Jan 2009	11am	Trudie Budnik
Bronze Street, Tondel Court - <b>March</b>	Bronze Street	22th Jan 2009	12 noon	Trudie Budnik
Stephenson Close, The Junction - <b>March</b>	Stephenson Close	22th Jan 2009	1pm	Trudie Budnik
Leeder Close - <b>Farcet</b>	Leeder Close	4th Dec 2008	11.30am	Marie Wise
George Alcock Way - <b>Farcet</b>	George Alcock Way	4th Dec 2008	12.30pm	Marie Wise

Please note that if your cheme 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.



**Do you need help to read this? Please contact us**

Tel: 01928 728000 or Textphone: 01928 728066



**Portuguese**      **Informações de feedback**

Necessita de ajuda para ler isto?  
Entre em contacto conosco

**Arabic**      **معلومات التغذية المرتجعة**

هل تحتاج إلى مساعدة لقراءة هذا؟ يرجى منك الاتصال بنا

**Bengali**      **মূল্যায়ন সংক্রান্ত তথ্য**

ইহু পড়তে আপনার কি সাহায্যের দরকার? দয়া করে আমাদের সাথে যোগাযোগ করুন

**Punjabi**      **ਪ੍ਰਤੀ-ਉੱਤਰ ਦੇਣ ਬਾਰੇ ਜਾਣਕਾਰੀ**

ਕੀ ਇਹਨੂੰ ਸਮਝਣ ਲਈ ਤੁਹਾਨੂੰ ਮਦਦ ਦੀ ਲੋੜ ਹੈ? ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ।

**Chinese**      **回饋意見**

閱讀本文時，您是否需要協助？請與我們聯繫

**Somali**      **Macluumaadka Talasiinta**

Ma u baahan tahay in lagaa kaalmeeyo akhrinta feylkan? Fadlan nala soo xiriir.

**Urdu**      **تبصرے سے متعلق معلومات**

اس کو پڑھنے میں کیا آپ کو مدد کی ضرورت ہے؟ ہمارے مہربانی ہم سے رابطہ کریں۔

**Gujarati**      **પ્રતિભાવ અંગેની માહિતી**

શું તમને આ વાંચવામાં મદદની જરૂર છે? કૃપા કરી અમારો સંપર્ક સાધો.

**Welsh**      **Gwybodaeth atborth**

Os arnoch chi angen cymorth i ddarllen hyn?  
Cysylltwch â ni

**Polish**      **Informacja zwrotna**

Potrzebujesz pomocy, aby to przeczytać?  
Skontaktuj się z nami.