



Warrington & Northwich

Autumn 2008



Hello my name is Cheryl Wilkinson and I am the Community Housing Officer for Cinnamon Brow Warrington and the Northwich area.

I have included a number of scheme inspections that I plan to do shortly so you know when I am on site and can join me and highlight any concerns you may have on your scheme.

Should you require a home visit to discuss any issues you may have please contact me on 01928 728016.

Cinnamon Brow Surgeries

Starting on Tuesday 4th November 2008 I will be holding surgeries for residents at the Cinnamon Brow Farm Club. The surgeries will be held in the lounge of the Farm Club between 1.00pm and 3.00 pm. Please come along to discuss any issues or concerns you may have. The surgeries will then be held on the first Tuesday of every month. I look forward to seeing you there.

Reminder–Important Council Note

Starting from the end of September 2008 Warrington Borough Council will introduce a new kerb side recycling scheme. This new scheme is a major change in the way waste is collected and will enable you to recycle much more.

This new service will replace your current blue bin paper service. Watch out for an information leaflet which explains the type of waste you can place in your bin. Contact information number 01925 443322 or email contact@warrington.gov.uk

Annual walkabout on Cinnamon Brow

I am currently in the process of organising the annual walkabout on Cinnamon Brow together with our contractors and local councillors. We will be identifying landscaping/tree issues so that subsequent works can be carried out.

Northwich - Heber Walk Residents' Association

We recently held the first resident's association meeting for Heber Walk at the Deafness Support Centre on London Road, Northwich. Watch this space for the time and date of the next meeting.

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.

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.



Scheme Walkabouts

SCHEME	MEETING PLACE	DATE	TIME	HOUSING OFFICER
Rowland Close, Aspinall Close, Jervis Close, Timmis Close - Cinnamon Brow	Rowland Close	20th Oct 2008	Morning	Cheryl Wilkinson
Carrington Park, Rylands Drive - Warrington	Rowland Close	20th Oct 2008	Morning	Cheryl Wilkinson
Blackledge Close, Lisbon Close, Waywell Close, Mathers Close - Cinnamon Brow	Blackledge Close	13th Oct 2008	Morning	Cheryl Wilkinson
Canada Close - Fearnhead	Blackledge Close	13th Oct 2008	Morning	Cheryl Wilkinson
Sandybank, Niddries Lane, The Poppies, Waterbank Row, Greenlaw Close, Muirfield Close - Northwich	Niddries Lane	15th Oct 2008	Morning	Cheryl Wilkinson
Victoria Road, Arbour Close, Beswicks Road, Yarwood Close, Heber Walk, Bridge House - Northwich	Arbour Close	17th Oct 2008	Morning	Cheryl Wilkinson

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.



Language Line
services

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 connosco

Arabic **معلومات التغذية المرجعة**
هل تحتاج إلى مساعدة لقراءة هذا؟ يرجى منك الاتصال بنا

Punjabi **ਪ੍ਰਤੀ-ਉੱਤਰ ਦੇਣ ਬਾਰੇ ਜਾਣਕਾਰੀ**
ਕੀ ਇਹਨੂੰ ਸਮਝਣ ਲਈ ਤੁਹਾਨੂੰ ਮਦਦ ਦੀ ਲੋੜ ਹੈ? ਵਿਰਧਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ।

Bengali **মূল্যায়ন সংক্রান্ত তথ্য**
ইহা পড়তে আপনার কি সাহায্যের দরকার? দয়া করে আমাদের সাথে যোগাযোগ করুন

Somali **Macluumaadka Talasiinta**
Ma u baahan tahay in lagaa kaalmeeyo akhrinta feylkan? Fadlan nala soo xiriir.

Chinese **回饋意見**
閱讀本文時，您是否需要協助？請與我們聯繫

Urdu **تجربے سے متعلق معلومات**
اس کو پڑھنے میں کیا آپ کو مدد کی ضرورت ہے؟ برائے 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.

